四書集註

DICKINSON SHORTHAND

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—AND—

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DICKINSON SHORTHAND

By

JOSEPH B. DICKINSON

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FOREWORD

The rapid writing principles explained in the following pages provide simple, brief and scientific abbreviation of the English language. This abbreviation has been so perfected that all ordinary language is represented with less than one and one-tenth characters to the word. Speed equivalent to that of highly complicated stroke systems is assured.

The best indication of its merits is found in its rapid growth. In its first year it became the foremost Simple System. Thousands of people are using it in exacting positions all over the world.

With its immense speed possibilities, the highly desirable features of longhand—familiarity, simplicity, legibility—are faithfully retained.

So far as possible the long, difficult and hard-to-write letters of the alphabet have been dispensed with and simple characters introduced to represent such combinations. This results in greater rapidity of execution as well as much smoother and more forward writing movement.

Regard each rule as a definite means to a desirable end and you can be assured that ability to use readily this simple and natural method of rapid writing means the highest efficiency in the fascinating field of stenography.

SUGGESTED MONTH SCHEDULE

Recitation	Lesson	Dictation	Correction	
1	1		1-2-3	
2	2			
3	3			
4	4	Dictation	Correction	
5	5		1-2-3	
6	1	1-2-3	4-5	
7	2	4-5	6-7-8	
8	3	6-7-8	9-10-11-12	
9	4	9-10-11-12	13-14-15-16	
10	5	13-14-15-16	17-18-19-20	
11	1	17-18-19-20	21-22-23-24	
12	2	21-22-23-24	25-26-27-28	
13	3	25-26-27-28	29-30-31-32	New Material
14	4	29-30-31-32	33-34-35-36	" "
15	5	33-34-35-36	37-38-39-40	" "
16	1	37-38-39-40	41-42-43	" "
17	2	41-42-43	44-45	" "
18	3	44-45	46-47	" "
19	4	46-47	48	" "
20	5	48		

All letters are to be practiced 20 times and handed in. All new material (at least, ten letters daily) must be transcribed and handed in.

LESSON ONE

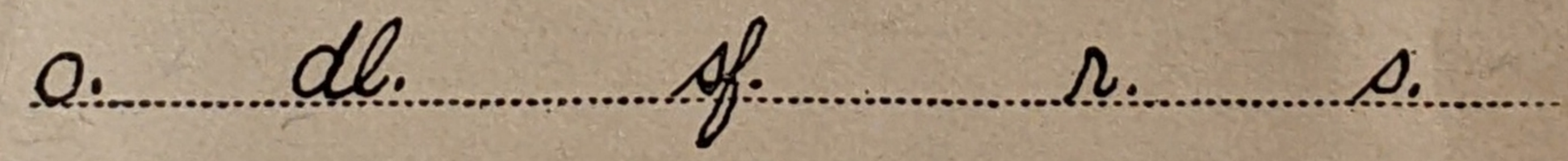
Write by sound. Until definite rules to the contrary are given, use vowels only when they are emphatically accented.

Practice the shorthand outlines given under each rule until they can be written rapidly and without hesitation. The simplest outline for every letter of the alphabet should be practiced at least one minute each day. As you write the shorthand outlines, think of them as the words.

Omit unnecessary writing movements and join all characters.

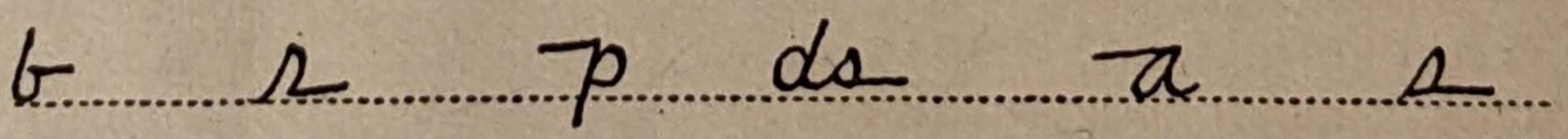
1. The sounds of SHUN SHUNT SHUS (TION SION CEAN CIENT TIOUS CIOUS) are represented by the period (.).

ocean *delicious* *sufficient* *ration* *session*

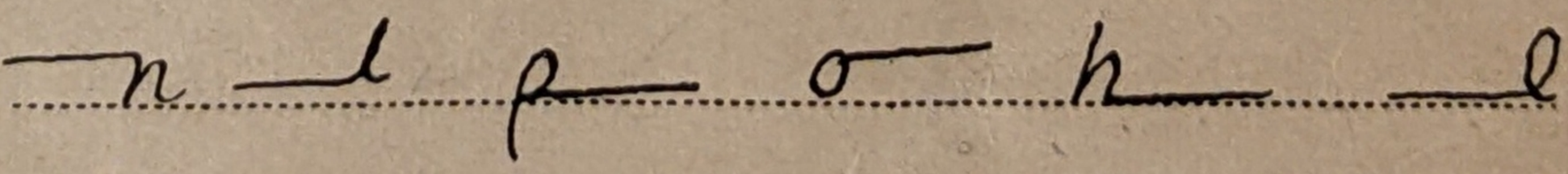


2. The sounds of ST STR (together or separated by a vowel) are represented by the short dash(-). Written double length it represents PL PN (together or separated by a vowel).

best *rest* *step* *desist* *stray* *sister*

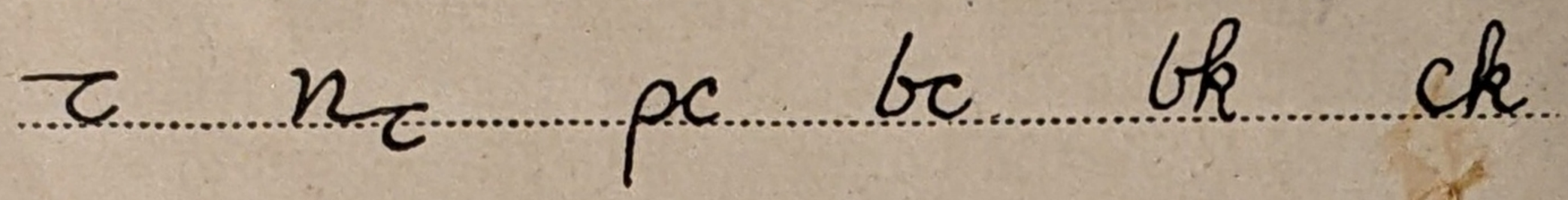


plan *plate* *people* *open* *happen* *penal*



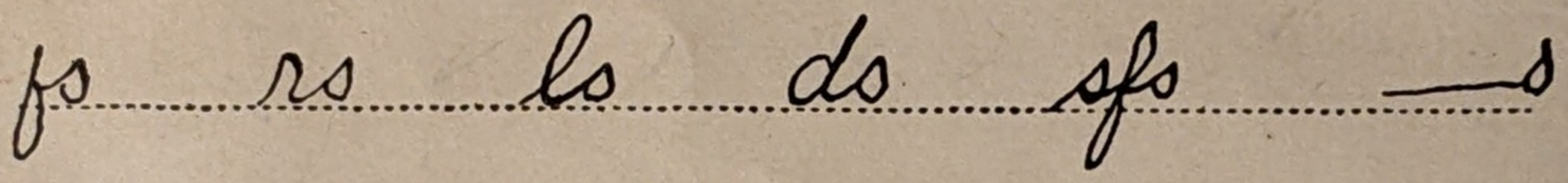
3. The sounds of CT CK (hard sounds of C) and all sounds of K KT that begin with C, are represented by the small letter c. Words in which K is used in spelling are written with the small letter k.

stock *instruct* *pack* *back* *bake* *cake*



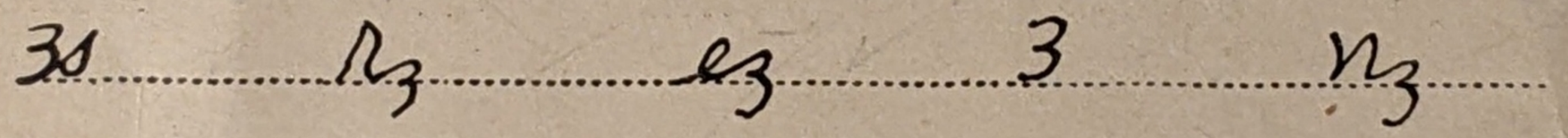
4. When the letter C has the soft sound of S, it is written with the small letter s.

face *race* *lace* *dice* *suffice* *place*



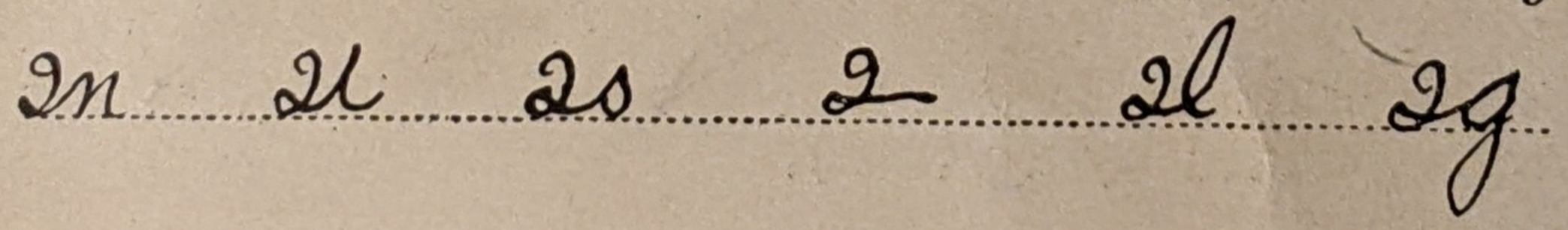
5. The sounds of TH THR are represented by the figure three (3).

thrice *rather* *either* *there* *another*



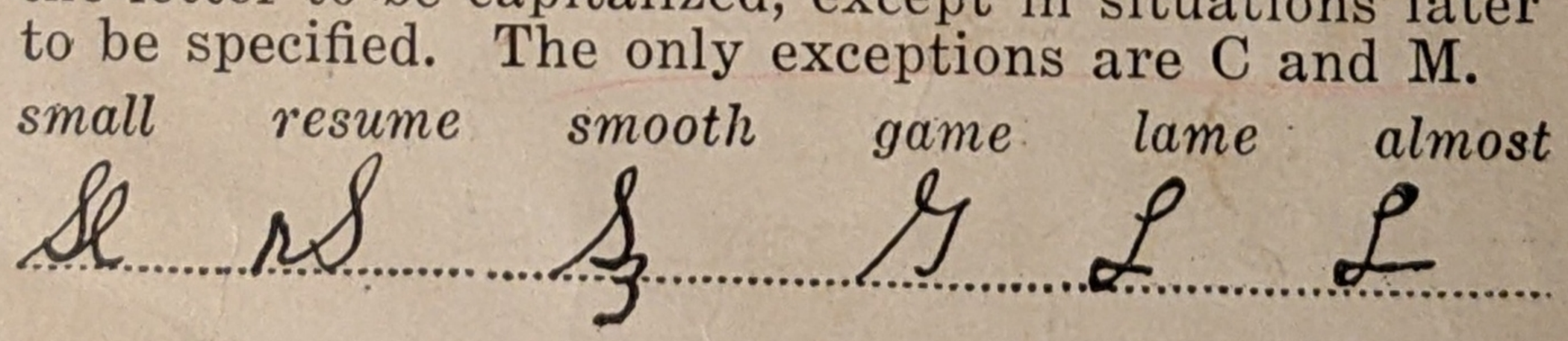
6. The sounds of TW DW are represented by the figure two (2).

twin *twit* *twice* *twist* *dwell* *twig*



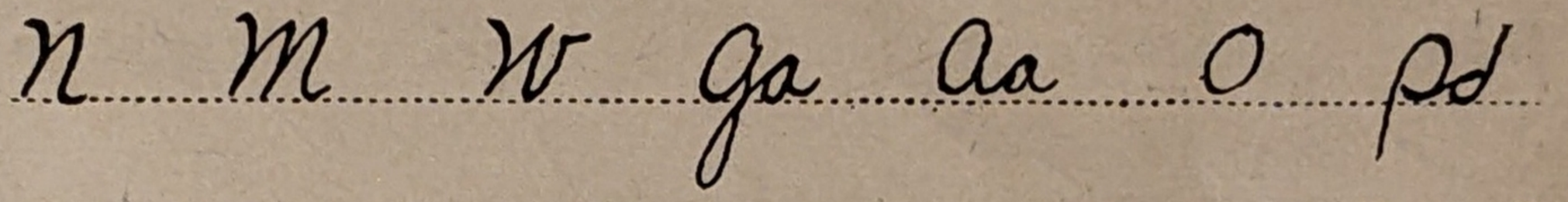
7. The use of a capital letter indicates that the following sound is M. This method of representing M is preferred to others when the M directly follows the letter to be capitalized, except in situations later to be specified. The only exceptions are C and M.

small *resume* *smooth* *game* *lame* *almost*



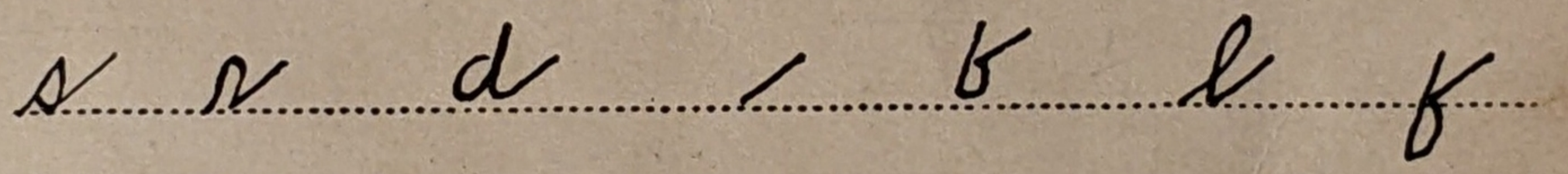
8. The sound of R is added to any consonant, or to the vowels A and O, by writing the letter immediately preceding the R about twice its usual size. This method of representing R is preferred to others when the R directly follows the letter to be enlarged, except in cases to be pointed out later.

near *more* *were* *gray* *array* *ore* *pride*

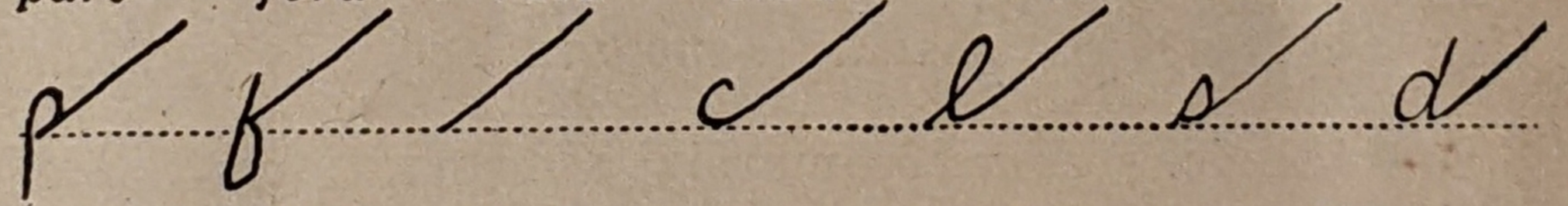


9. The sounds of NT ND (together or separated by a vowel) are represented by the short dash written upward and to the right. Written double length it represents RT RD (together or separated by a vowel).

sent *rent* *denote* *note* *bend* *land* *find*

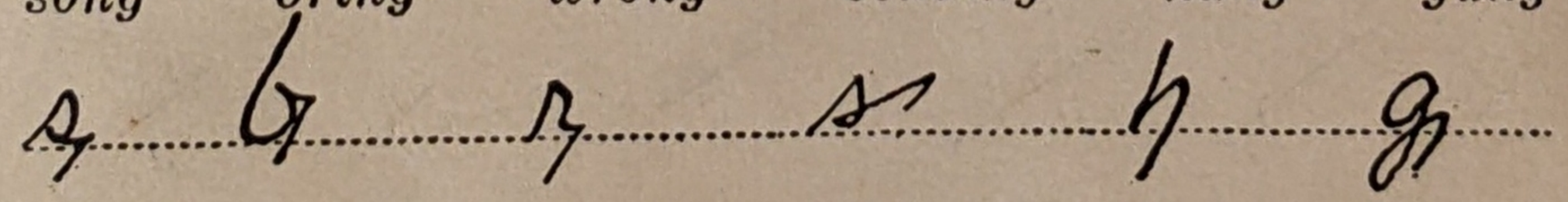


part *ford* *rate* *card* *lard* *sort* *dart*

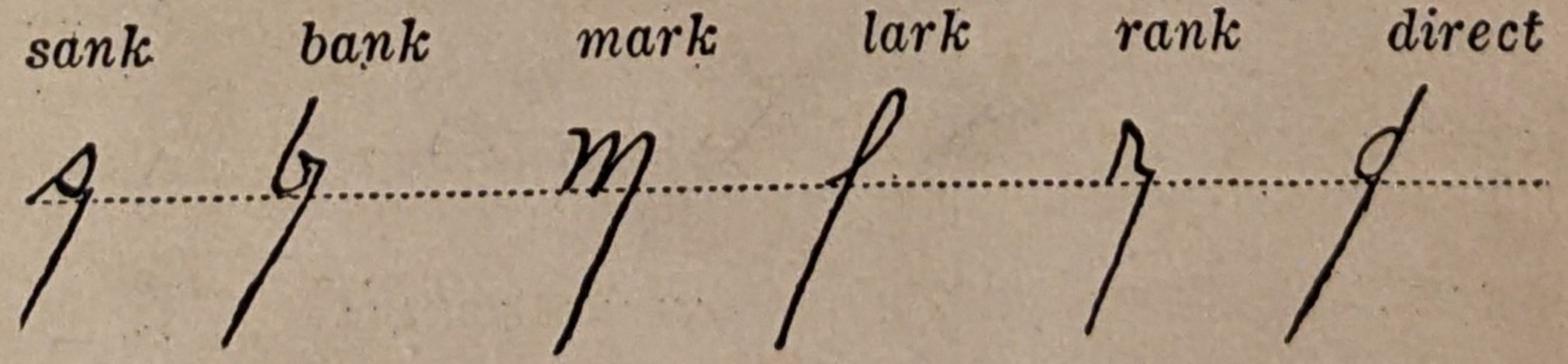


10. The sounds of NG NJ ING (together or separated by a vowel) are represented by the short dash written downward and to the left. Written double length it represents NK RK (together or separated by a vowel).

song *bring* *wrong* *sending* *hang* *gang*



sank *bank* *mark* *lark* *rank* *direct*



11. The sounds of SH CH CIA TSH are represented by the short curve dash. Written double length the sounds of R or L are added.

such	*much*	*rush*	*dash*	*lash*	*cash*	*show*
s	m	r	d	l	c	o

shall	*measure*	*leisure*	*teacher*	*cashier*
	m	l	l	c

WORD SIGNS

at any as	a	*is I*	i
we the me	e	*to two too*	2
a an attention	.	*your-s yes*	y
time-s was	x	*now in*	n

Use the following commercial abbreviations. Some of these have been shortened to increase speed.

exchange	ex	*company*	co
attorney	al	*credit-or*	cr
foot feet	ft	*gallon*	gal
horse power	hp	*advertise-ment*	ad
avenue	av	*bill of lading*	b/l
waybill	w/b	*annual annum*	an

quarter	qr	*sight draft*	s/d
every other day	eod	*railroad*	rr

Write the following sentences in shorthand. When corrected, practice them until they can be written without hesitation.

Your company should send a cashier.

We shall send bill of lading to your attorney.

We shall instruct the bank to cash your note.

There were people at the game near the railroad.

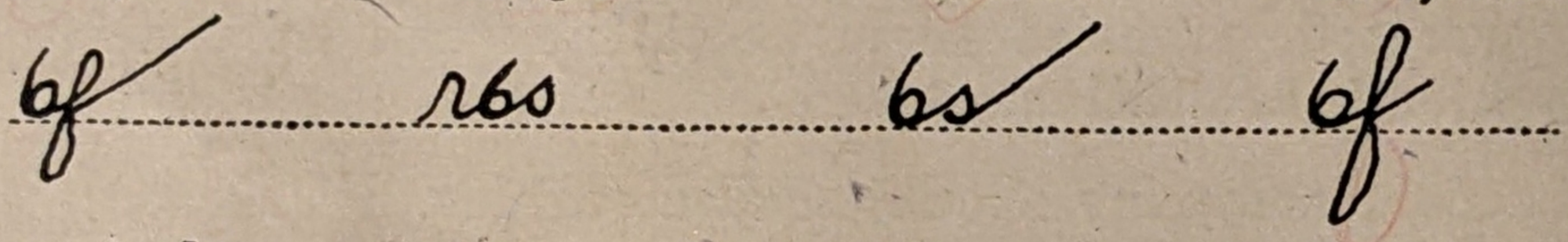
NOTICE

Each rule and each word sign in Dickinson Shorthand is included for a definite purpose and in furtherance of a preconceived plan. It is exceedingly doubtful if one logical and effective shortening device has been overlooked. Extensive tests and experiments with dozens of suggested shortcuts merely demonstrate that not one of a score effects any measurable results, and practically all of them are totally unrelated to the general plan of the system, and produce inharmony and confusion that more than offset any gain in speed. Students are advised to accept no changes or mutilations of this system. As a general rule it may safely be assumed that most so-called "improvements" are proof, **per se**, of an inadequate understanding of the plan and purpose of this shorthand. Those unable to grasp the simple plan of the whole are assuredly not qualified to tamper with its component parts.

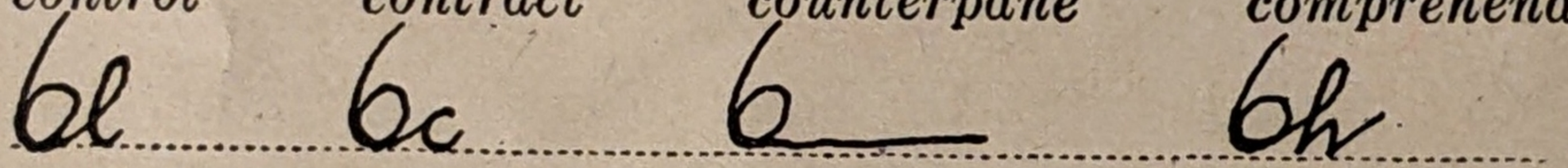
LESSON TWO

12. The sounds of C-N C-M COGN are represented by the figure six (6). Written double size it represents C-NTR C-MPR.

comfort *recognize* *concert* *confront*

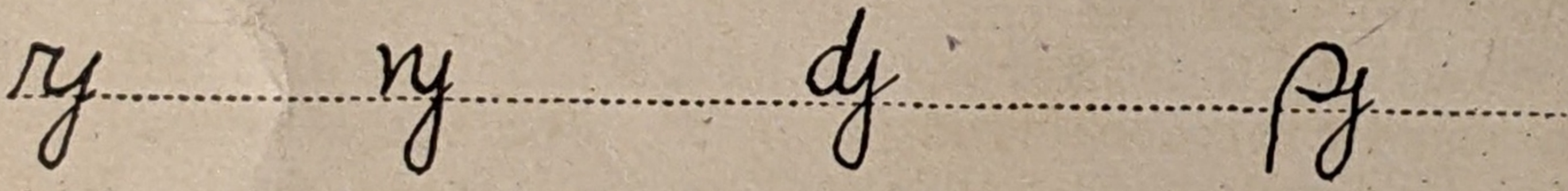


control *contract* *counterpane* *comprehend*



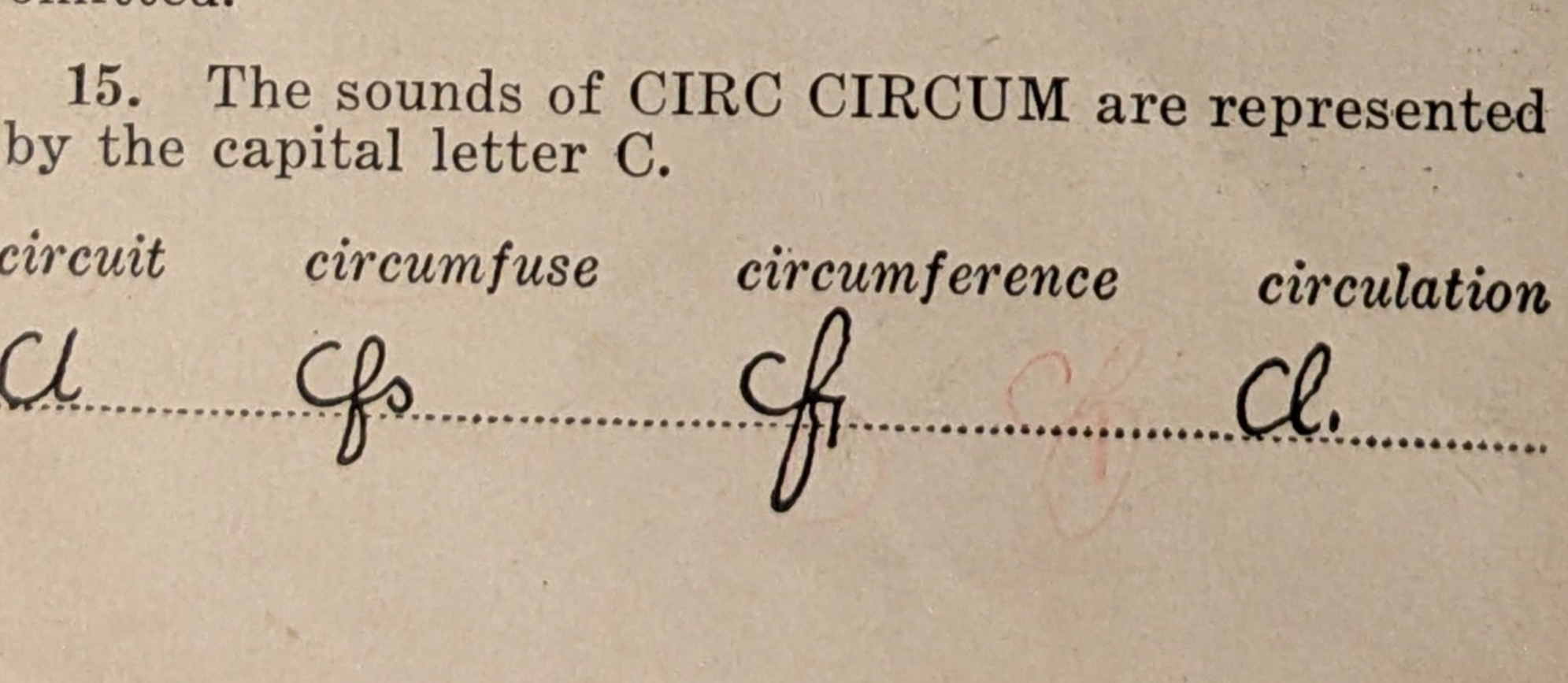
13. The sounds of J-K JX-SHUN-TIVE-ABLE are represented by the small letter j.

reject *injection* *dejection* *projection*



14. Words of the salutation of a letter and of the complimentary closing are represented by their initial letters.

dear sir *yours very truly* *gentlemen* *sir*



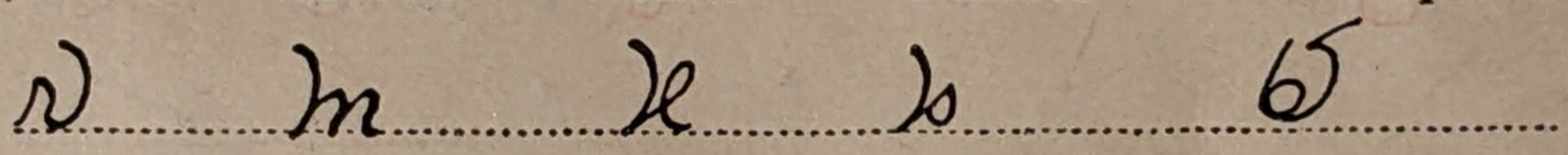
The words OF THE immediately before a date are omitted.

15. The sounds of CIRC CIRCUM are represented by the capital letter C.

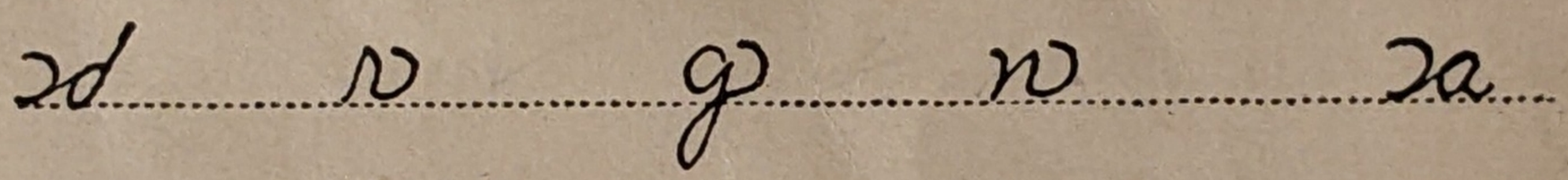
circuit *circumfuse* *circumference* *circulation*

16. The sounds of SK SC SKR SCR SQ (together or separated by a vowel) are represented by the right half of a large circle written downward at the beginning, upward at the end. Written half size it represents SP SPR SPK-SHUN-ABLE-TIVE (together or separated by a vowel).

risk *screen* *skill* *success* *consequent*

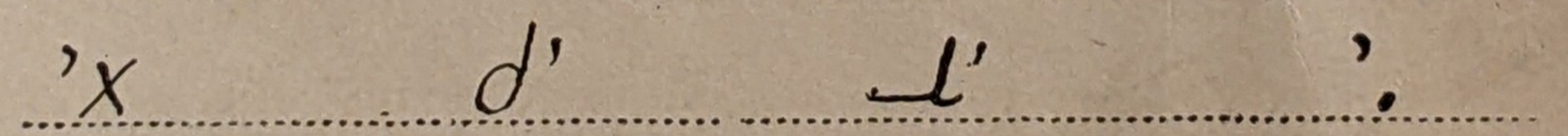


spread *respect* *gasp* *inspection* *spray*



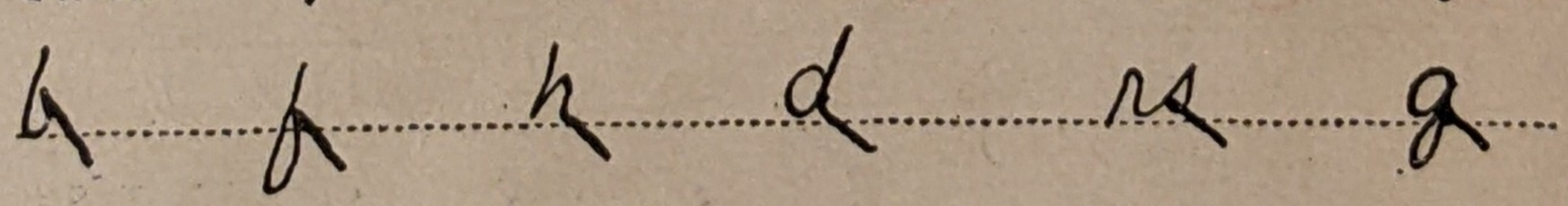
17. The sounds of M-N M-M M-NT M-ND are represented by the apostrophe (').

meantime *demand* *statement* *mention*

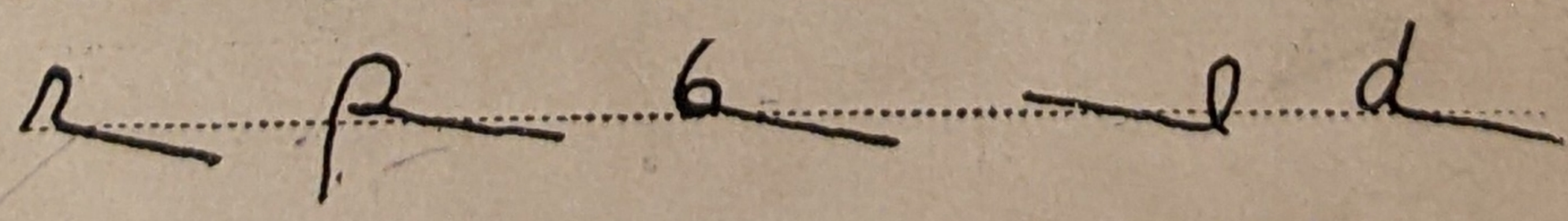


18. The sounds of LT LD (together or separated by a vowel) are represented by the short dash written downward and to the right. Written double length it represents MT MD (together or separated by a vowel).

build *felt* *held* *delight* *result* *glad*

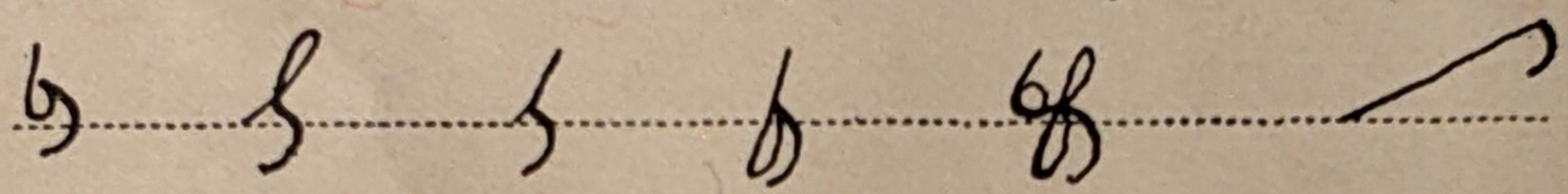


remit *prompt* *commit* *middle* *demote*

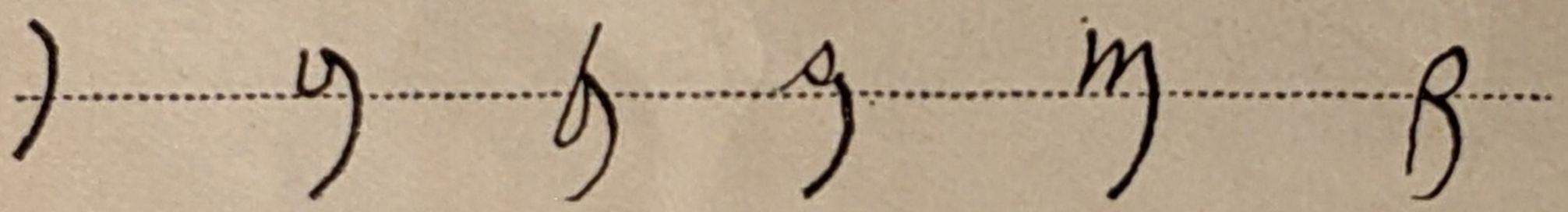


19. The sounds of RN RM (together or separated by a vowel) are represented by the right half of a small circle written down. Written double size it represents RL RJ RJN (together or separated by a vowel).

burn *learn* *term* *firm* *conform* *return*



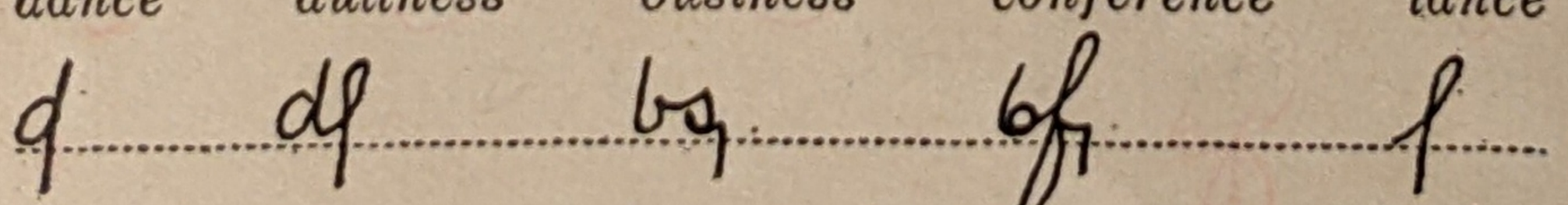
region *verge* *furl* *serge* *margin* *pearl*



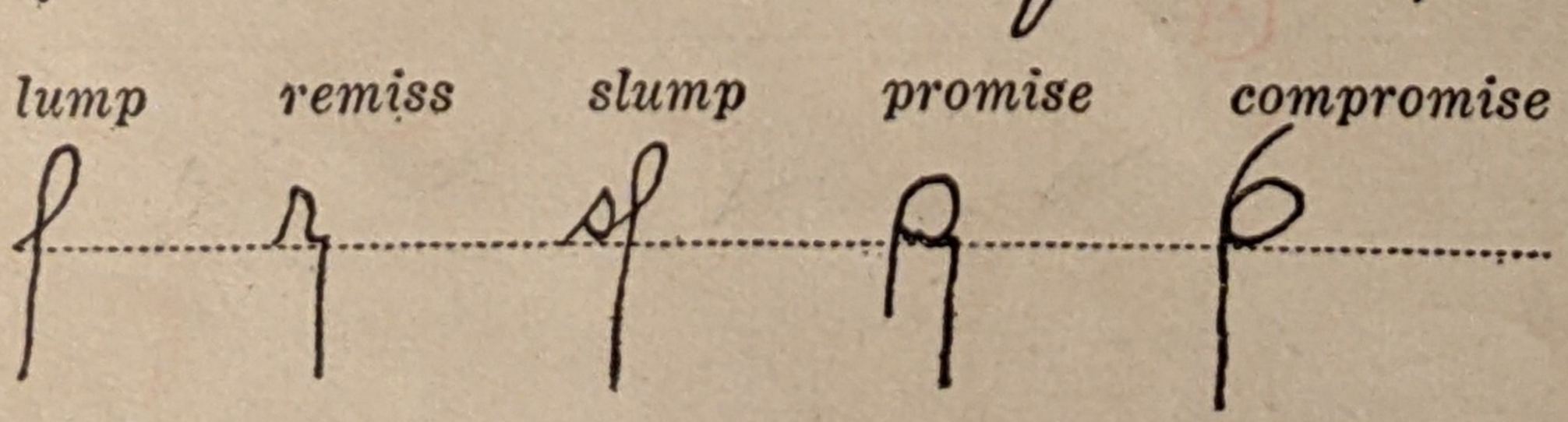
Indicate the beginning of a new sentence by leaving about four times the space usually left between words. To indicate a new paragraph, begin a new line and indent, as in longhand.

20. The sounds of NS NC (together or separated by a vowel) are represented by the short dash written straight downward—from above and through the line at the beginning of words. Written double length it represents MP MS (together or separated by a vowel).

dance *dullness* *business* *conference* *lance*

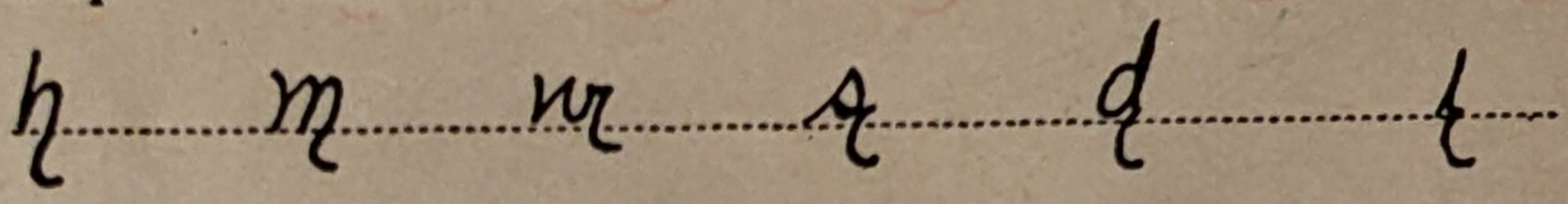


lump *remiss* *slump* *promise* *compromise*

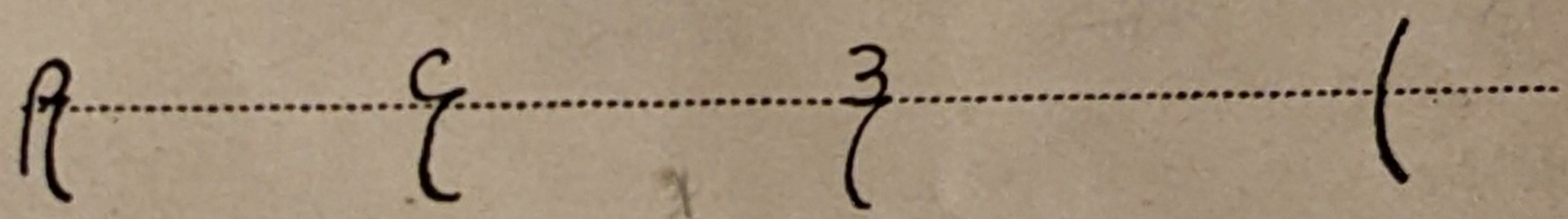


21. The sounds of LK LP (together or separated by a vowel) are represented by the left half of a circle written downward. Written double size it represents L-G LGY LG-ICAL L-SY.

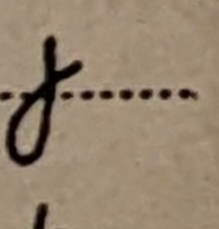
help *milk* *walk* *select* *dialect* *talk*

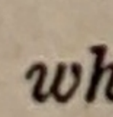


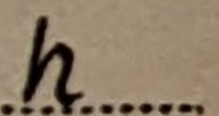
policy *catalog* *theological* *logical*

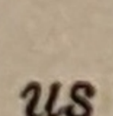


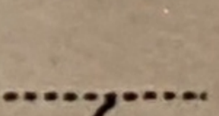
WORD SIGNS

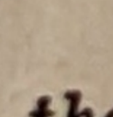
please-ing
reply-ing —— *justify-ing*
judge-ment 

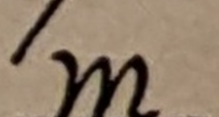
which would with 

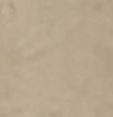
how herewith hope 

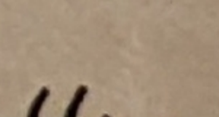
us this say 

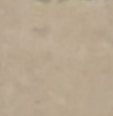
think-ing
thank-ing 

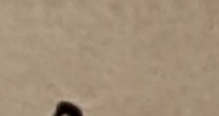
that it 

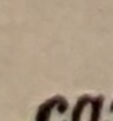
make my may 

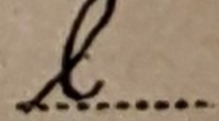
use these 

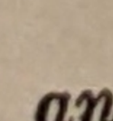
you under 

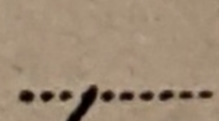
out of owe 

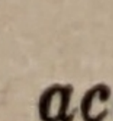
are our or 

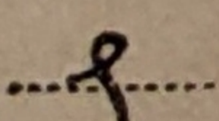
can come came 

will well all 

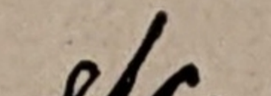
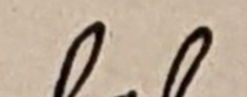
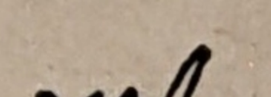
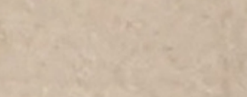
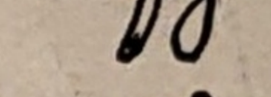
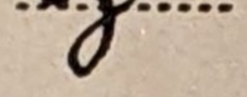
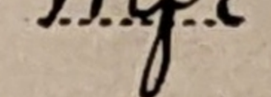
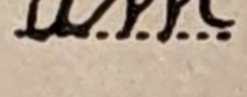
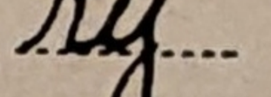
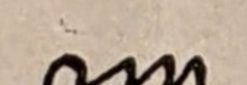
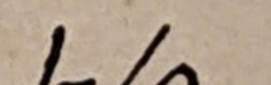
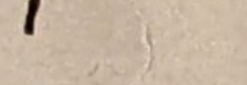
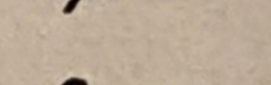
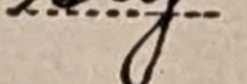
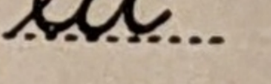
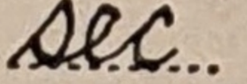
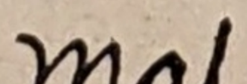
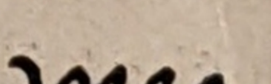
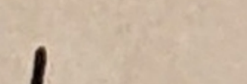
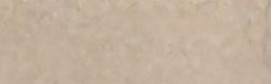
and 

thing long-er 

account 

early 

COMMERCIAL ABBREVIATIONS

at owner's risk		*and so forth*	
less than carload		*manufacturing*	
ounce		*manufacturer*	
before noon		*railway*	
debt-or		*number*	
afternoon		*back order*	
signature		*literary-ture*	
secretary-ial		*laboratory*	
represent-ative		*technical-ity*	
mathematics-al		*mechanical*	
territory-ial		*regard-ing-less*	

EXERCISE

Dear Sir:

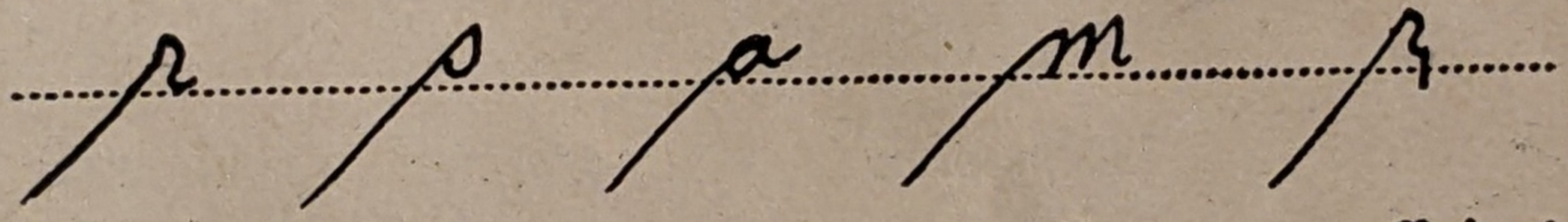
Your account is very much past due. Please let me remind you that the full amount should be sent to me in the near future to prevent suit. If you can, be at my office this afternoon and settle it.

Yours very truly,

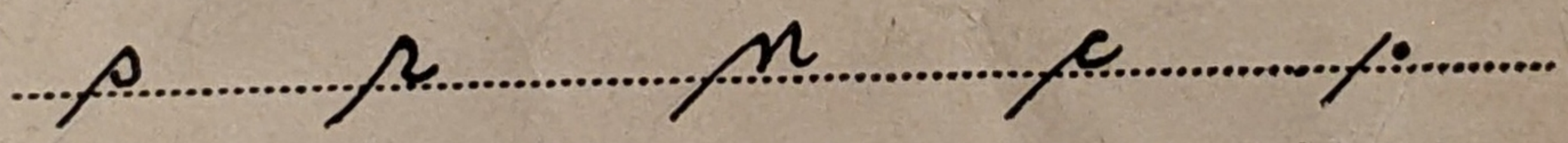
LESSON THREE

22. The sounds of XT XP XTR XPR are represented by a long dash written upward from below the line to the following character. Written half length it represents E-A-OF at the beginning of words.

expire express extra extreme experience

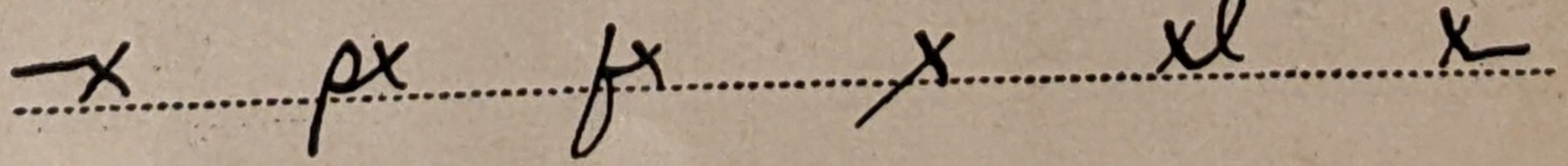


office affair often effect efficient

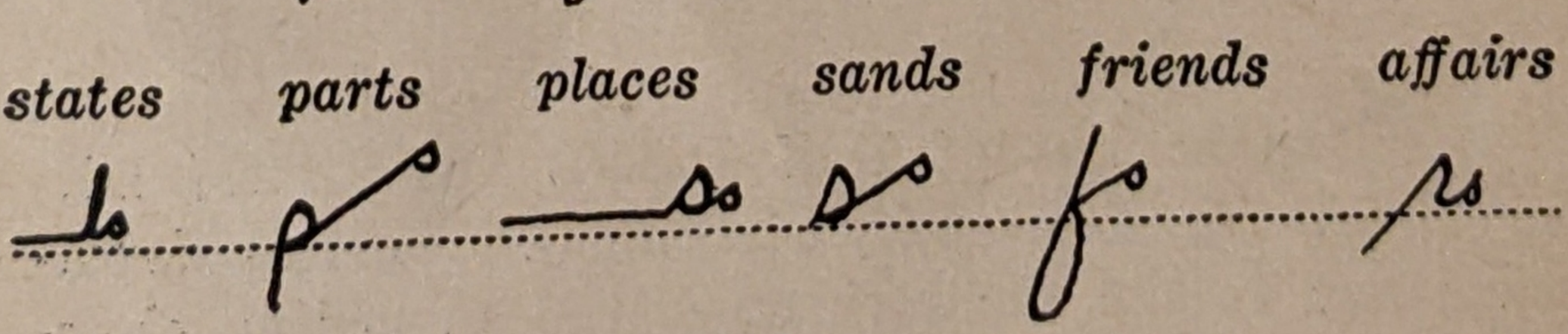


23. Any group of letters having the sound of X is represented by the small letter x, and x forms the plurals of words that end with the sound of KS. A very small s is used to form the plurals of other words when the preceding or following verbs do not indicate their numbers.

stocks picks facts effects excel exist

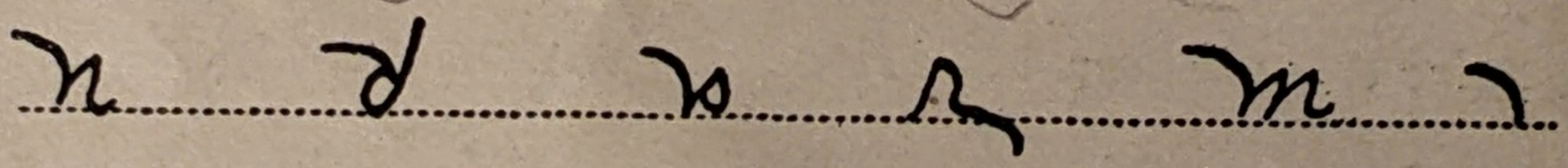


states parts places sands friends affairs

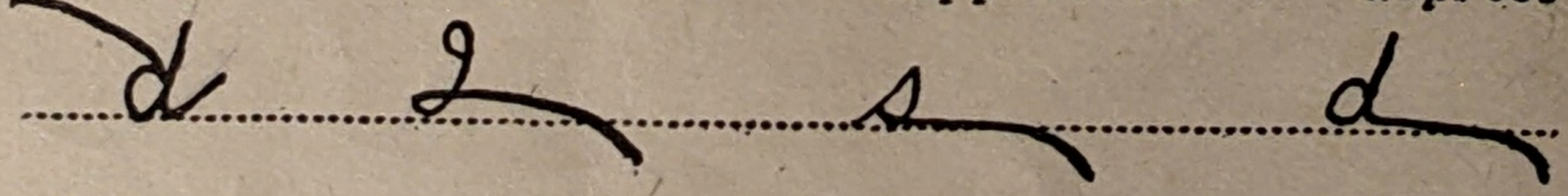


24. The sounds of K-L N-K-L are represented by the short curve dash written downward to the following character at the beginning of words, and downward from the preceding character at the end of words. Written double size it represents PR-S PRS-SHUN-SIVE-ABLE.

incline *include* *class* *recall* *claim* *kill*

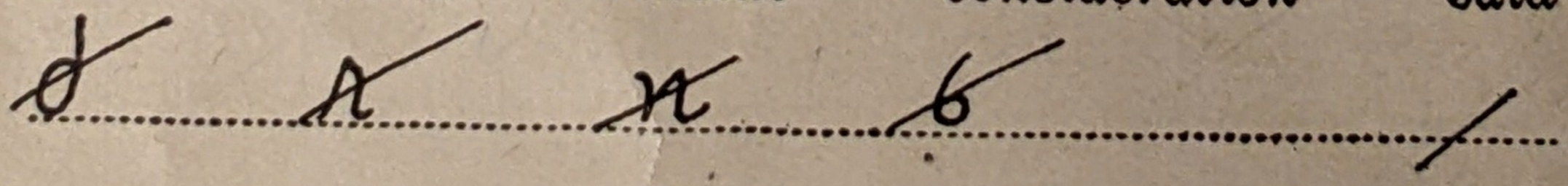


president *impression* *suppression* *depress*



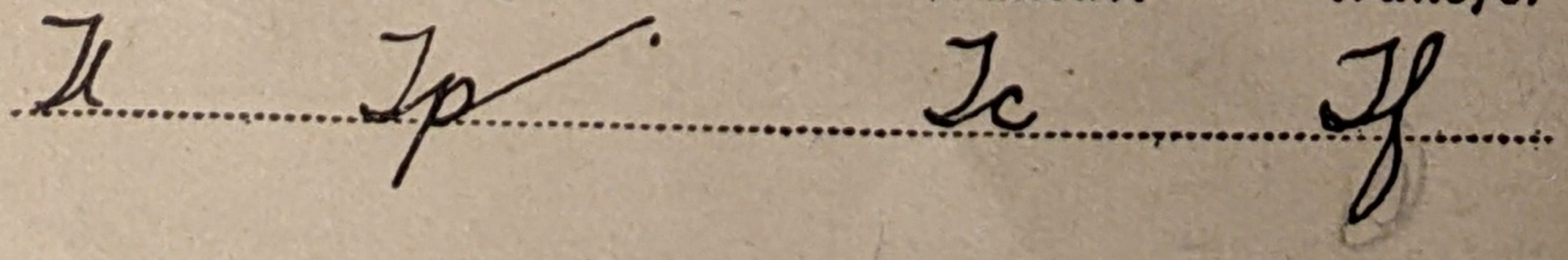
25. The sound of S-D S-D-R SDR-SHUN-ABLE are represented by striking a line upward and to the right through the preceding character.

decide *reside* *inside* *consideration* *said*



26. TRANS is represented by the capital letter T.

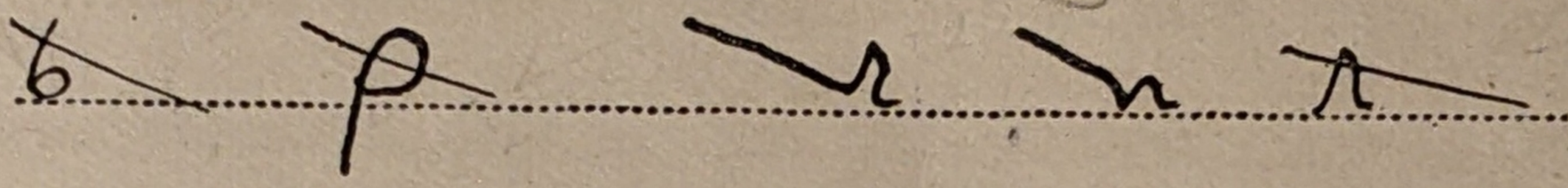
transit *transportation* *transact* *transfer*



27. The sounds of D-K D-K-L DK-SHUN DK-TIVE are represented by striking a long line downward and to the right through the preceding char-

acter—downward to the following character at the beginning of words. Written half length it represents A-E-ID-V.

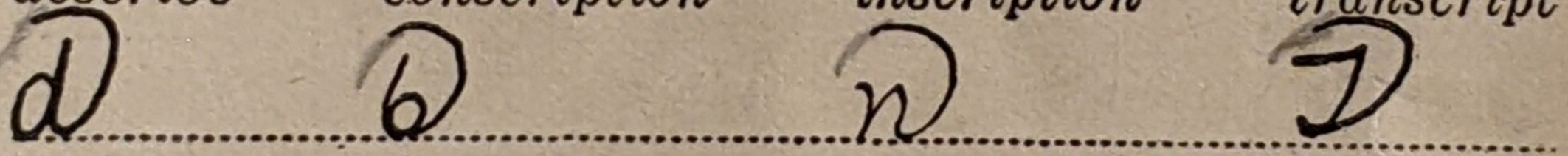
conduct *product* *declare* *decline* *reduction*



admire *edition* *advocate* *advent* *ideal* *aid*

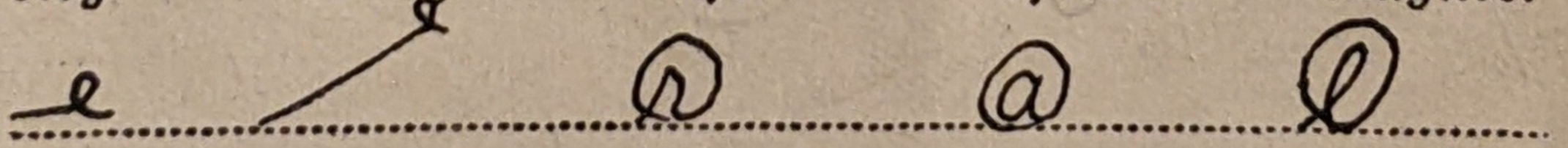
28. The sounds of SCRIBE SCRIPTION SCRIPT SCRIPTIVE are represented by the SK sign twice its normal size.

describe *conscription* *inscription* *transcript*



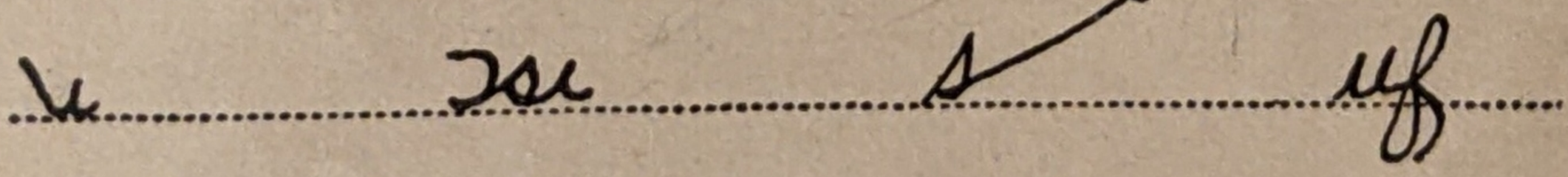
29. When Y occurs at the end of a word and has the sound of E, it is written with a small letter e. Circle the preceding character to represent F-T FT-R.

city *ready* *rafter* *after* *laughter*



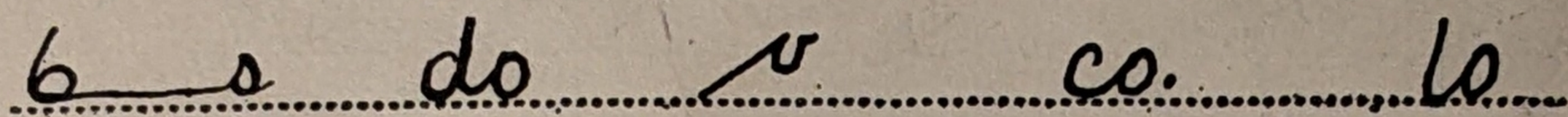
30. The sounds of IFY IFICATE IFICATION are represented by the small letter i. UNI is represented by the small letter u.

edification *specification* *certificate* *uniform*

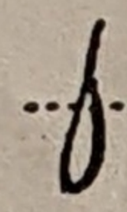


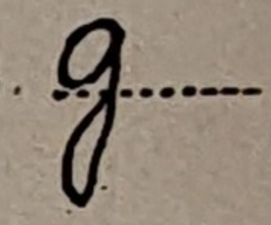
31. ITY at the end of words is omitted. OWN OW OU AWN AW AU are represented by the small letter o.

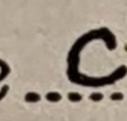
complicity *down* *nativity* *cautious* *town*

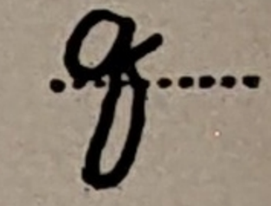


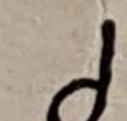
WORD SIGNS

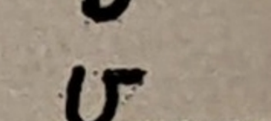
if from favor-ing-able 

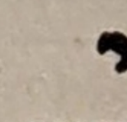
go give gave given 

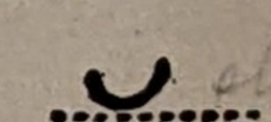
see convenient-ence 

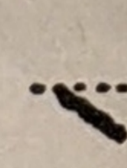
qualify-ing quick 

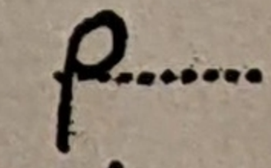
do done due 

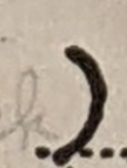
have very 

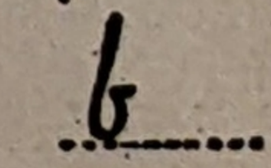
man men many 

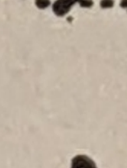
ship-er-ing 

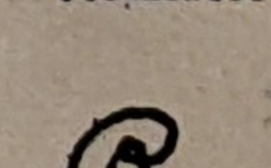
letter 

put present up 

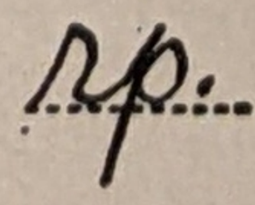
ask-ing secure-ing 

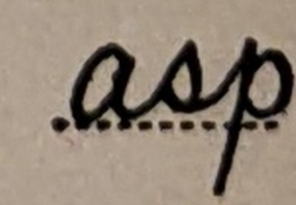
be been by buy 

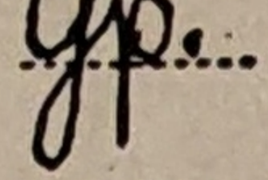
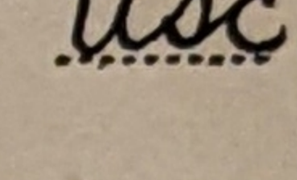
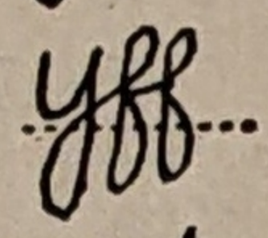
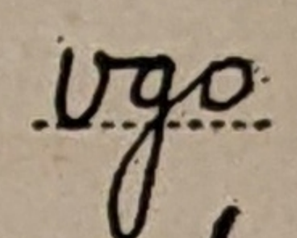
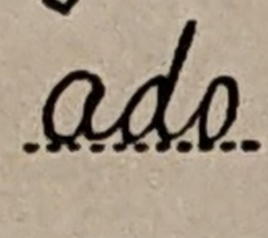
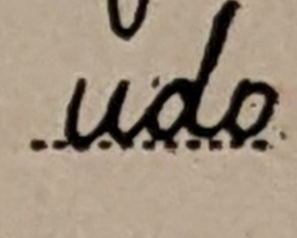
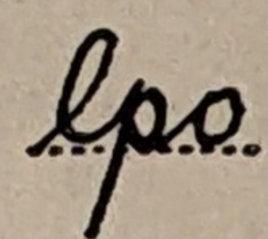
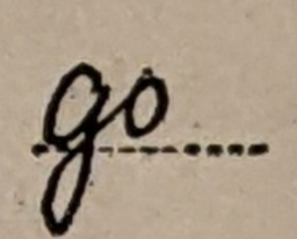
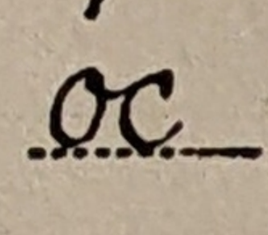
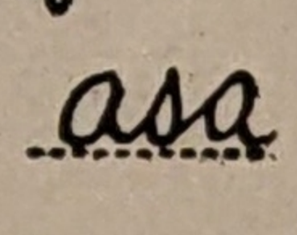
relative-tion 

outfit 

Represent frequently occurring combinations of words with their initial letters. Word signs may be used in this connection when they result in more suggestive outlines.

our prompt attention 

as soon as possible 

your prompt attention		*under separate cover*	
your further favor		*very greatly oblige*	
after date of		*under date of*	
latter part of		*greatly oblige*	
of course		*as soon as*	

EXERCISE

Gentlemen:

We are indeed very glad to have your letter of January 7, and wish to say in reply that we can supply the policy you want. Our catalog is being sent under separate cover, and we shall be glad to hear from you any time we can be of help to you.

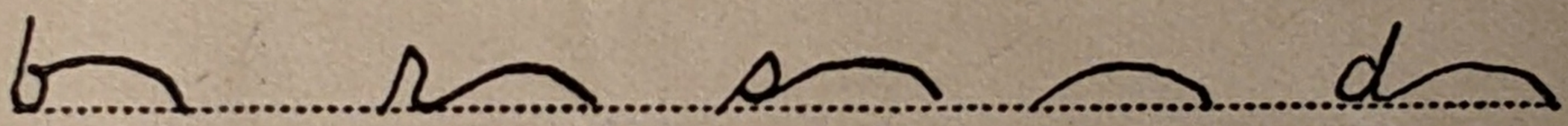
Yours very truly,

LESSON FOUR

32. The sounds of LW LO LU LA LY are represented by the upper half of a small circle. Written double size it represents LV LF LVR (together or separated by a vowel).

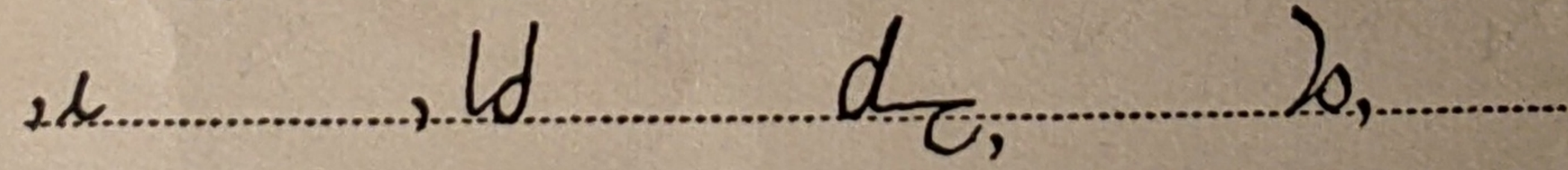
always *law* *allow* *delay* *below* *slow*

believe *relief* *solve* *life* *deliver*



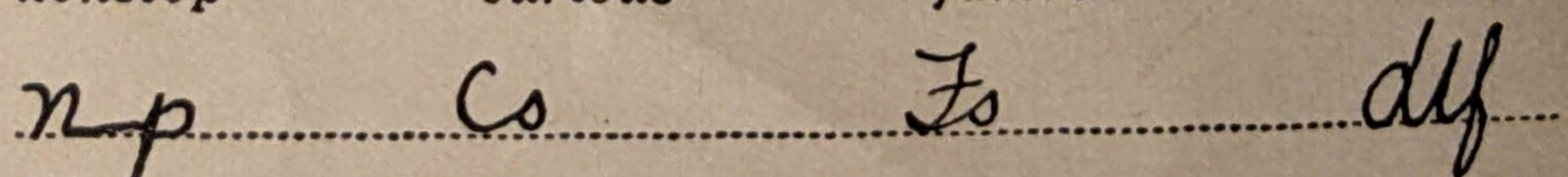
33. The sounds of MAGN MAGNAN at the beginning of words and SV TV at the end of words are represented by the comma (,).

magnify *magnitude* *destructive* *successive*



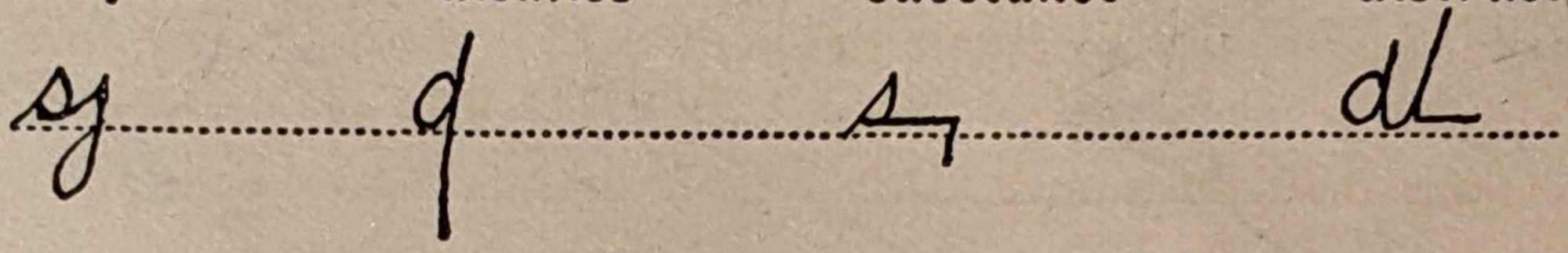
34. NON is represented by the small letter n; OUS IOUS by s; FUL by f.

nonstop *curious* *famous* *dutiful*



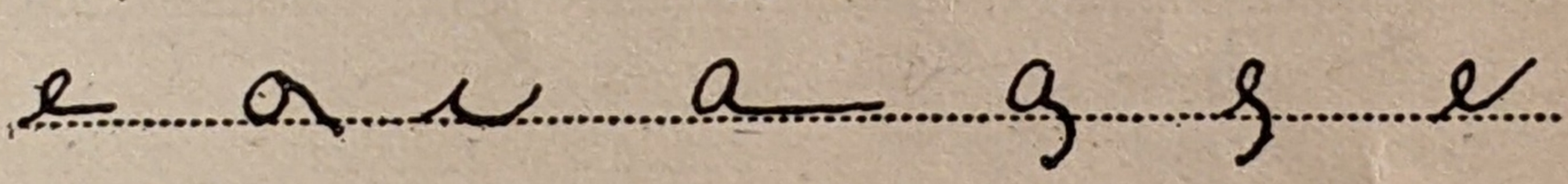
35. SUB is represented by the small letter s; DIS by d.

subject *dismiss* *substance* *distrust*



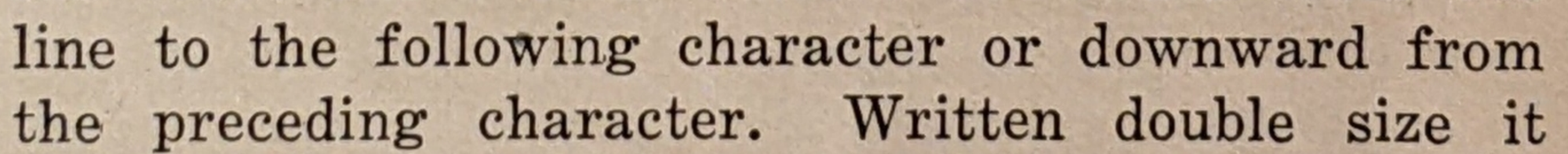
36. When a word begins with a vowel and the remainder of it is expressed by a stroke, write the initial vowel.

east *old* *issue* *appeal* *arm* *earn* *end*

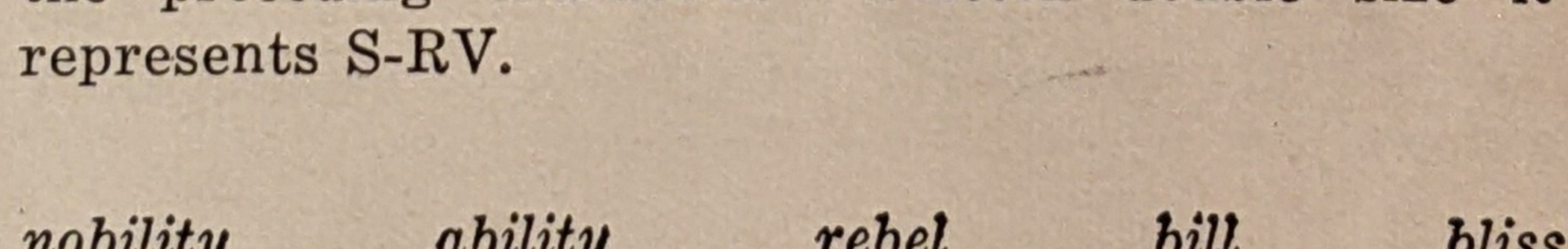


37. The sounds of BL BILITY are represented by the short curve dash written downward from the line to the following character or downward from the preceding character. Written double size it represents S-RV.

nobility *ability* *rebel* *bill* *bliss*

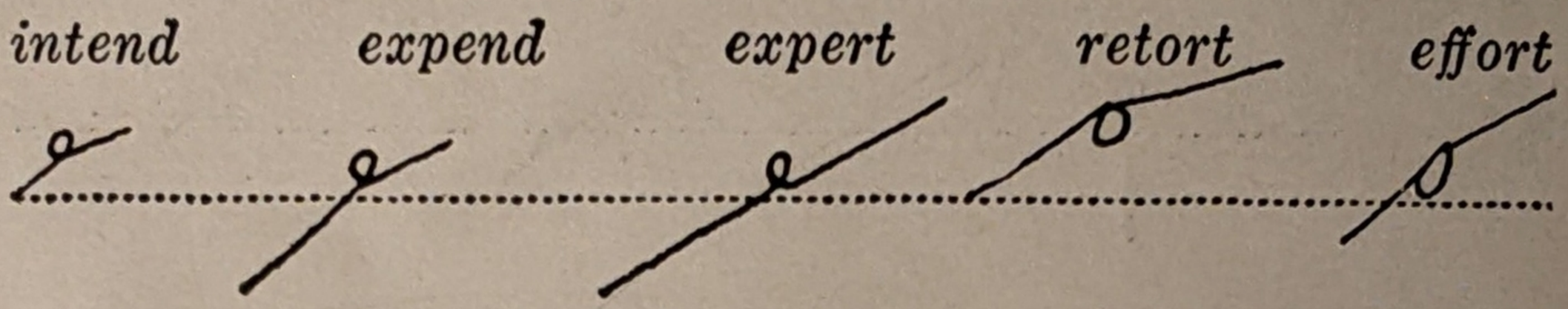


serve *reserve* *conserve* *deserve* *subserve*



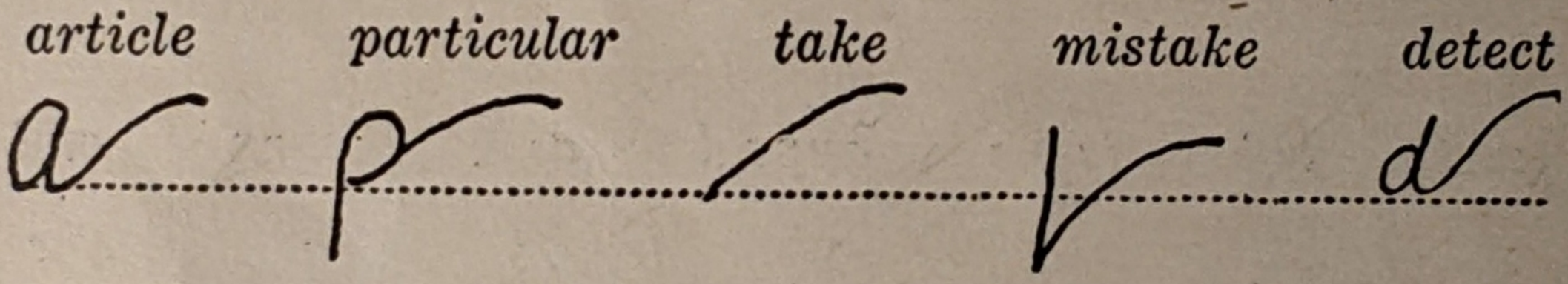
38. When two characters written in the same direction occur together, write the separating vowel sound.

intend *expend* *expert* *retort* *effort*

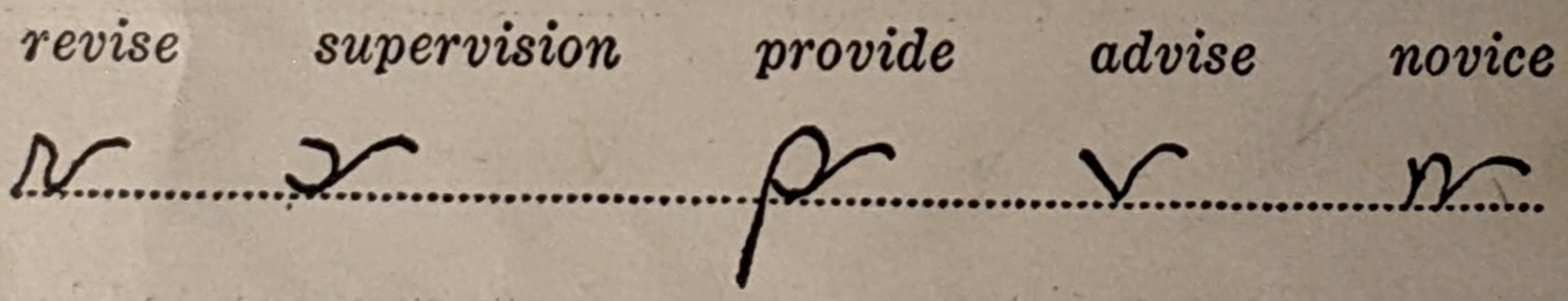


39. The sounds of T-K T-K-L are represented by the long curve, upward to the right. Written half size it represents V-D V-S VS-SHUN-ABLE.

article *particular* *take* *mistake* *detect*

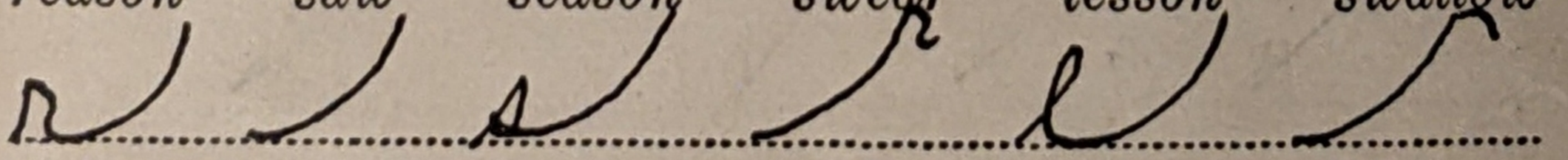


revise *supervision* *provide* *advise* *novice*

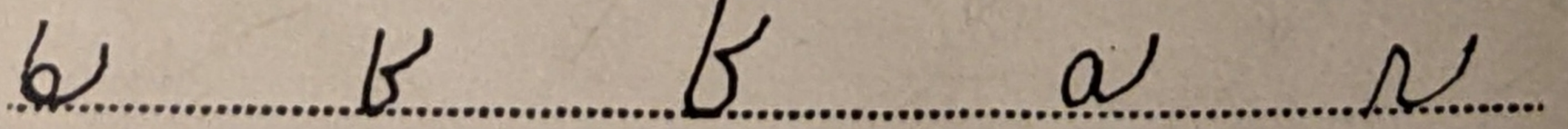


40. The sound of SN SW (together or separated by a vowel) are represented by the long curve, upward to the right—opposite of T-K. Written half size it represents GN TN (together or separated by a vowel).

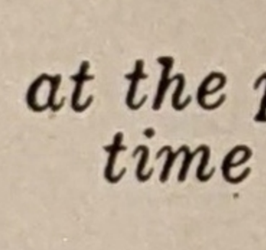
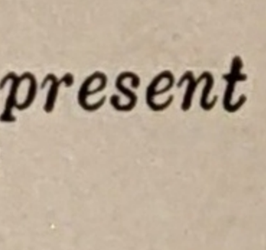
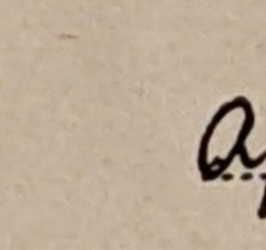
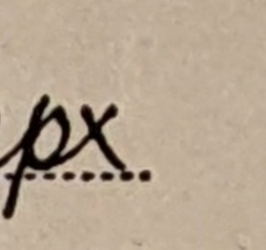
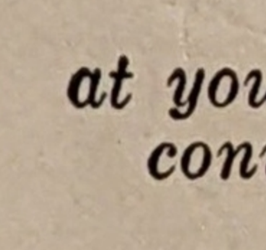
reason *saw* *season* *swear* *lesson* *swallow*



contain *began* *bargain* *again* *regain*

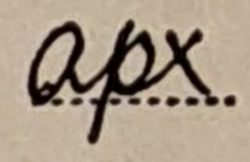
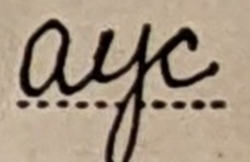
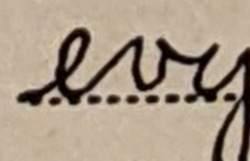
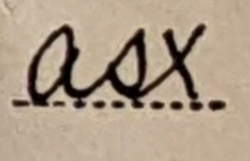
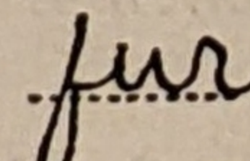
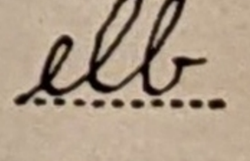
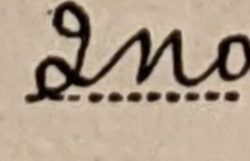
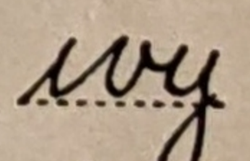
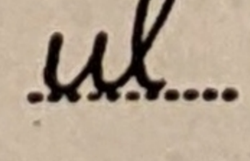
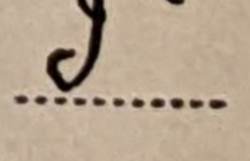
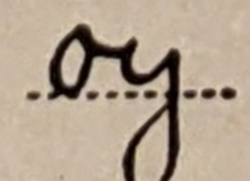
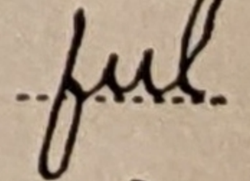
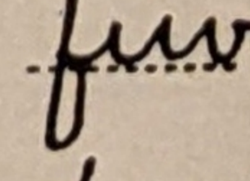
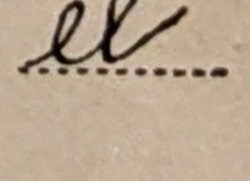
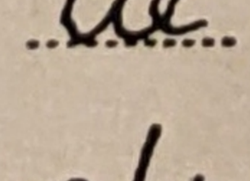
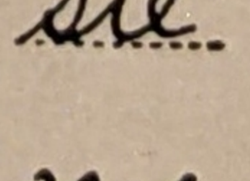
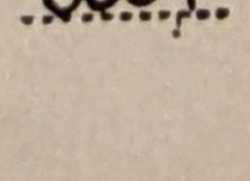
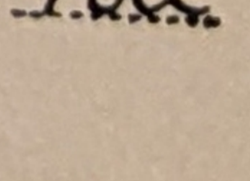


41. The sounds of C-P K-P K-PT are represented by the small letter k.

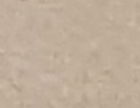
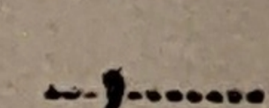
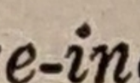
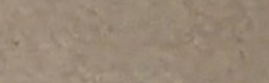
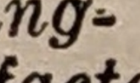
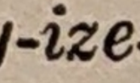
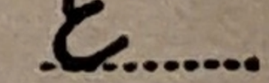
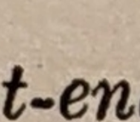
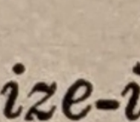
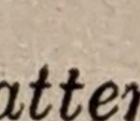
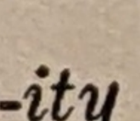
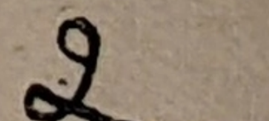
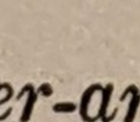
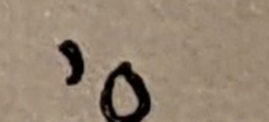
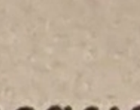
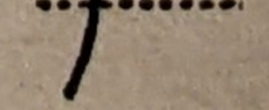
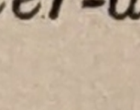
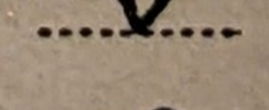
capture	*capital*	*capable*	*captain*	*keep*
				

PHRASING

Greater speed is possible by phrasing (writing together) words that occur together in natural sequence. Phrase all logical combinations of words.

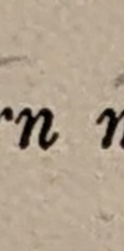
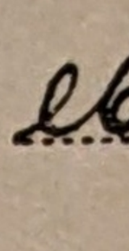
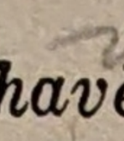
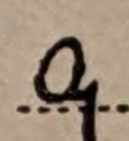
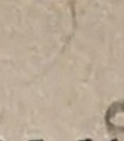
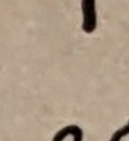
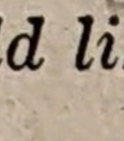
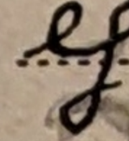
at the present time		*at your convenience*	
we have your		*at this time*	
if you are		*we will be*	
to know		*I have your*	
you will		*I am*	
of your		*if you will*	
if you have		*we will not*	
that is the		*this is the*	
at that time		*now is the*	

WORD SIGNS

opinion		*several safe*	
organ-ize-ing ization		*understand-ing-able*	
satisfy-ing-faction-factory		*acknowledge-ing-ment*	
economy-ize-ical		*enthusiasm-astic*	
confident-ence-ial		*import-ant-ance*	
general-ize-ity		*once answer-ing*	
made matter		*locate-ing-tion*	
legal-ize-ity		*immediate-ly*	
custom-er-ary		*memorandum*	
cause because		*order-ing*	
wisdom		*really*	
administer-ation		*advantage-ous*	
advance-ing-ment		*significant somewhat*	

Strokes given to represent combinations of letters may be used to represent combinations of words when the represented letters are the word signs of

words in natural sequence. The following are merely suggestions.

by return mail		*we cannot*	
we will have-our		*at once*	
we would like		*we will make*	
in answer-ing		*will you please*	

EXERCISE

Dear Madam:

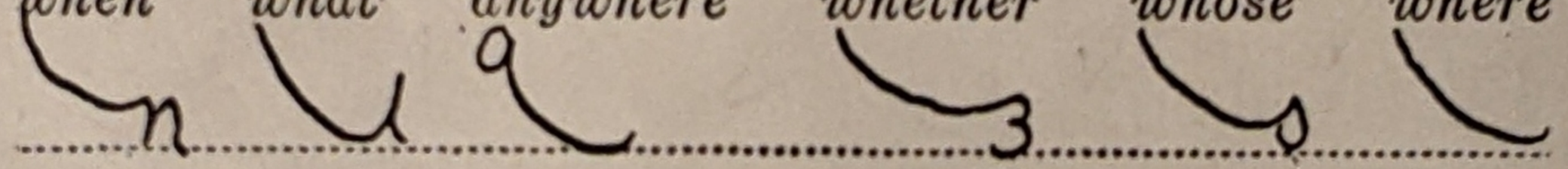
We will submit your offer, but you cannot expect action for some time. There is not much we can do to hurry the matter along. We shall keep it in mind, and let you know of any favorable happening.

Sincerely yours,

LESSON FIVE

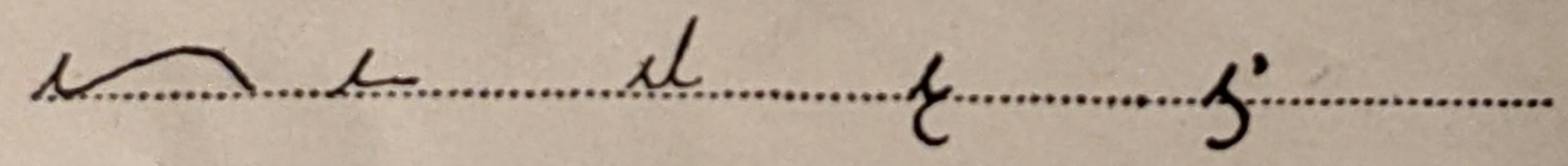
42. The sounds of WH WH-R are represented by the long curve dash written downward to the following character. When it occurs at the end of words, the preceding character is written slightly above the line, and the WH sign written downward from it.

when *what* *anywhere* *whether* *whose* *where*



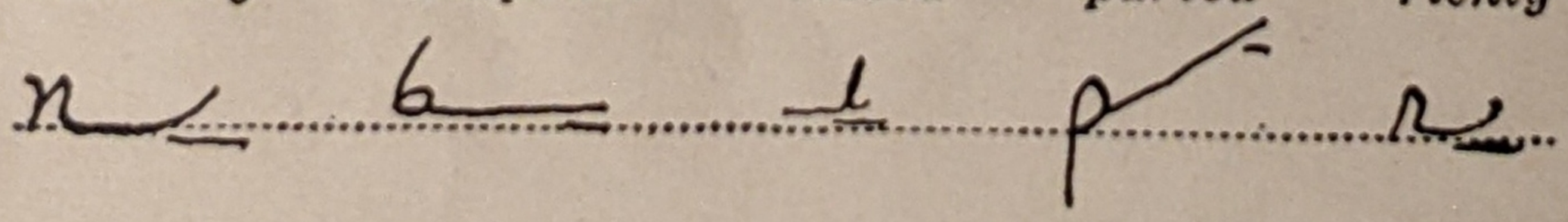
43. The sounds of INV ENV are represented by the small letter i.

involve *invest* *invite* *envelope* *environment*



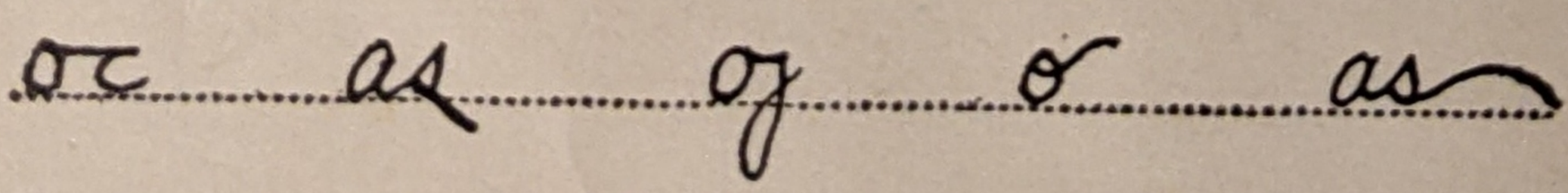
44. ED when it denotes past tense and LY at the end of adverbs may safely be omitted from any logical sentence. When it is desired to indicate past tense or an adverb, the final character of the outline may be underlined—short for ED; long for LY.

naturally *compelled* *stated* *parted* *richly*



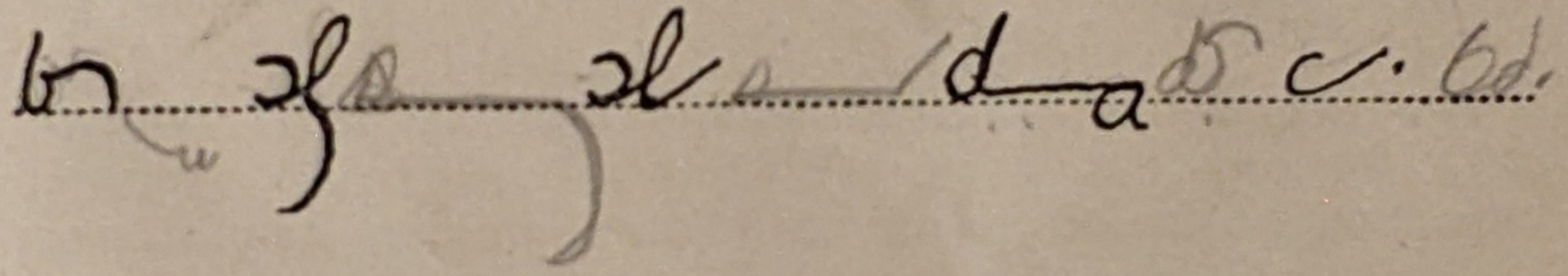
45. When a word begins with a vowel that is more prominently sounded than the following consonant, write the vowel and omit the consonant.

obstruct *absolute* *object* *obvious* *absolve*



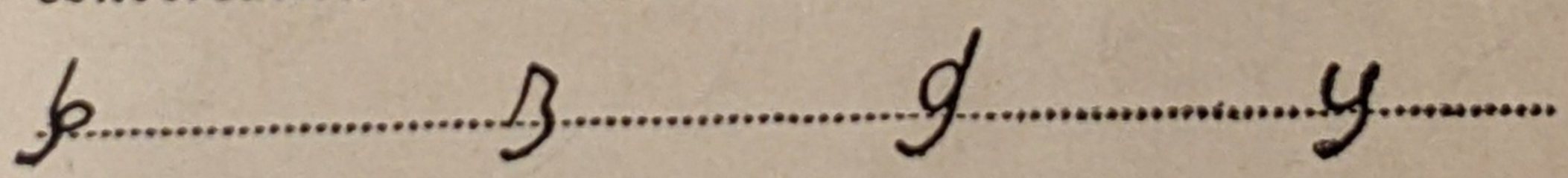
46. When two interlapping sounds, both of which can be written with shortening devices, immediately follow each other, use the shorter—unless the longer produces a much more adequate and suggestive outline. It is usually advisable to begin words with letters of the alphabet and end them with strokes rather than to use strokes first and then letters of the alphabet—when there is a choice.

blue *splurge* *splendid* *display* *condition*



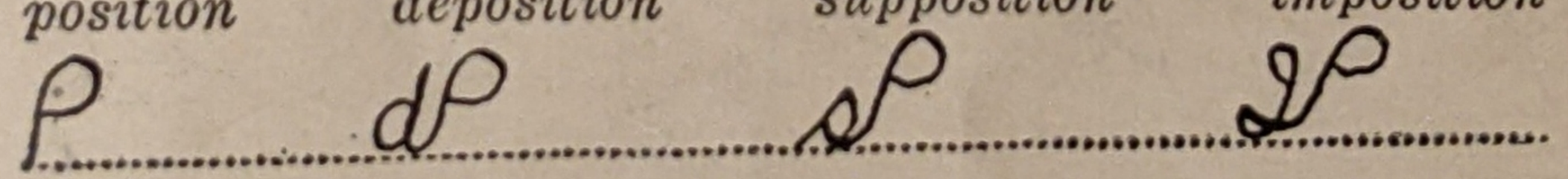
47. The sounds of VRS VRS-SHUN VR-SHUN are represented by the short curve dash written upward to the line at the beginning of words and downward from the line at the end of words.

conversation *reversion* *diversion* *universe*



48. The sounds of P-S PS-SHUN-BLE are represented by the capital letter P.

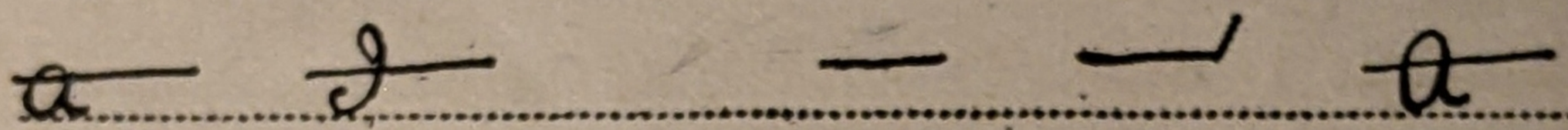
position *deposition* *supposition* *imposition*



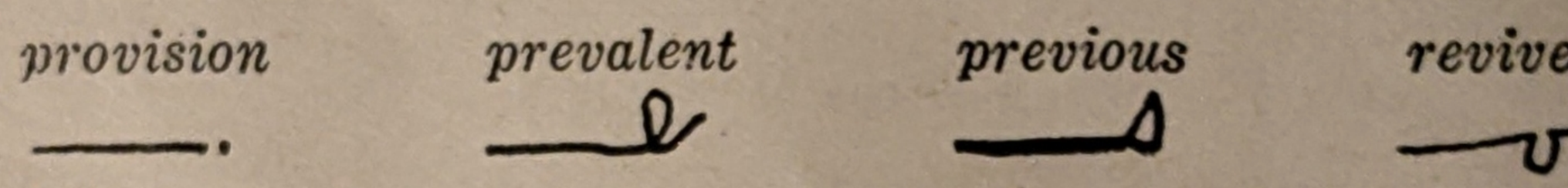
49. The sounds of PR-V R-V RV-L are represented by striking a long horizontal line through the preceding character. When this sound represents

the complete word, it is written in the approximate position of the cross of the T.

approve *improvement* *prove* *prevent* *arrive*

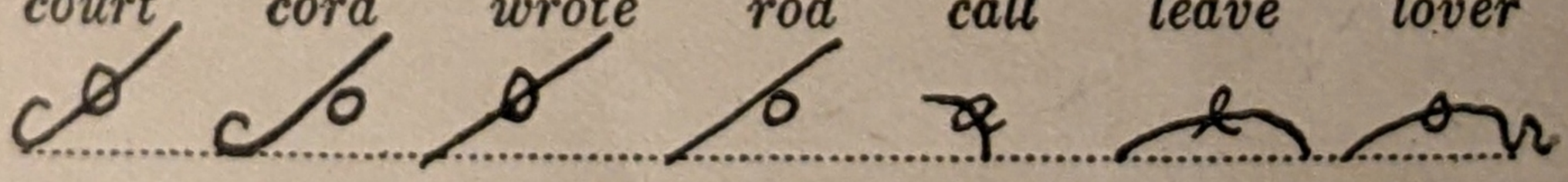


provision *prevalent* *previous* *revive*



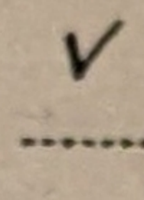
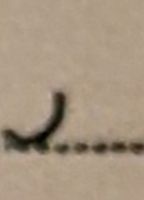
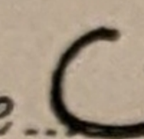
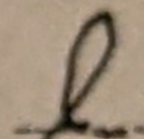
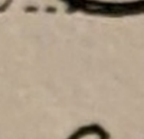
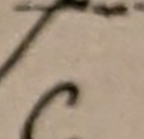
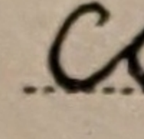
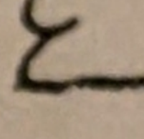
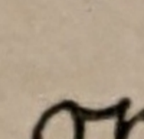
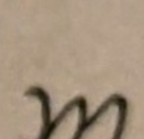
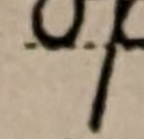
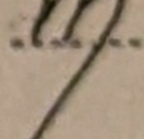
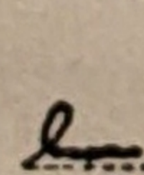
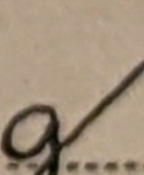
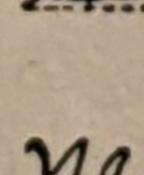
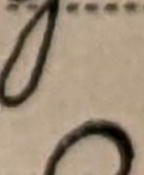
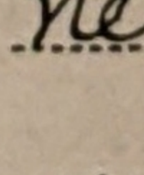
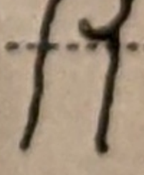
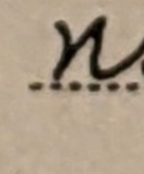
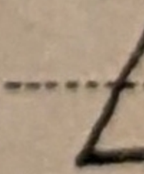
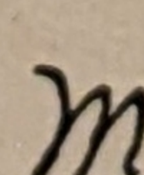
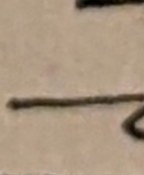
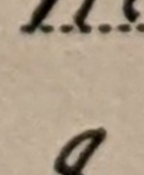
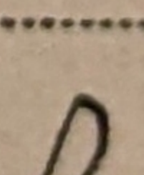
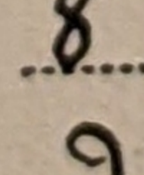
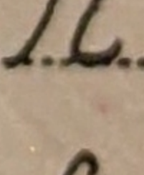
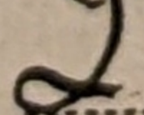
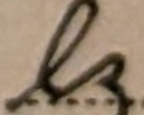
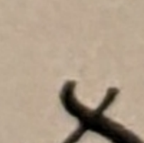
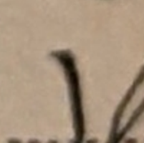
50. To write isolated words exactly it is necessary to express definitely one of the two sounds represented by a given character, or the vowel occurring between consonants in words expressed by a single character. This is accomplished by writing the vowel approximately where it would occur in longhand. The vowel is written through the character to express the first sound given in the rules (RT, in the RT RD rule). The vowel is written beside the character to express the last sound (RD, in the RT RD rule). The vowel is written above or to the right of those characters that have but one sound. The final R is written in such cases. The following examples explain this principle more fully, but it should be remembered that it is unnecessary to consider this rule in writing logical sentences.

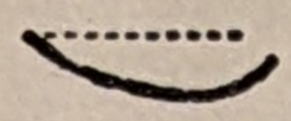
court *cord* *wrote* *rod* *call* *leave* *lover*



51. The accepted abbreviations should be used for the days of the week and the months of the year and the States of the Union. Proper names that permit different spellings should be written out in full.

WORD SIGNS

check they them		*than then*	
correspond-ing-ence		*explain-ing-ation*	
character-ize-istic		*employ-ing-ment*	
opportune-ity		*market-ing-able*	
handle-ing		*party*	
oblige obligation		*examine-ing-ation*	
establish-ing-ment		*great*	
nevertheless		*promise-ing-ory*	
necessary-ity		*request-ing-ed*	
member		*perfect-ing-ed*	
wait-ing-ed		*receive-ing-ed*	
today		*although*	
exclusive-ly		*regular-ity-ation*	
together		*so those*	
individual-ize-ity		*affidavit*	

service-ing-ble 

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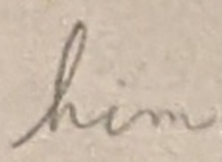
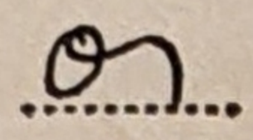
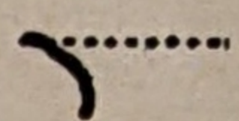
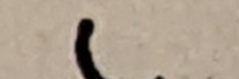
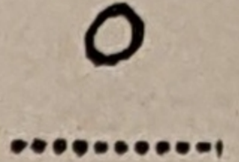
has his he 

only 

enclose-ing-ed 

get got good-s 

on 

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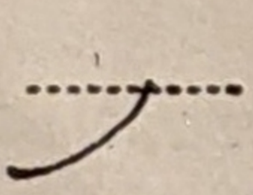
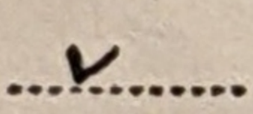
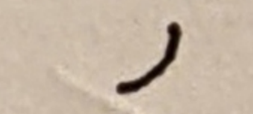
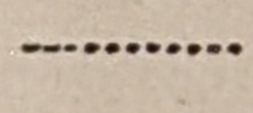
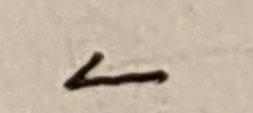
even enough 

mail-ed-ing 

beg big 

day-s 

had head hood 

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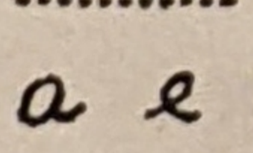
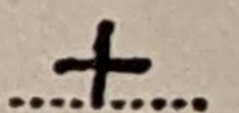
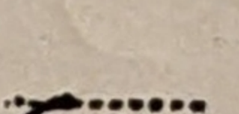
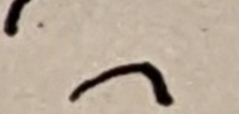
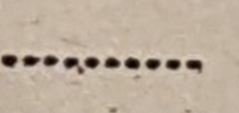
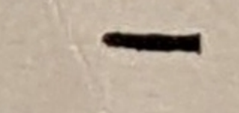
ever every over 

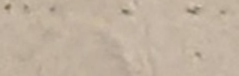
body 

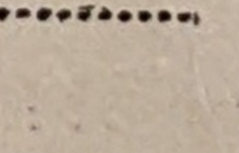
date did 

line-d 

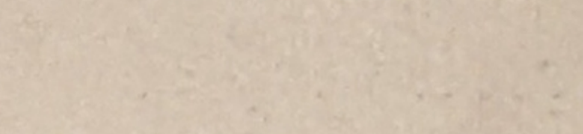
but better 

way away 

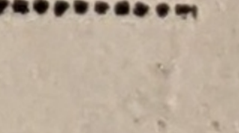
less loss unless 

yet year-s 

PHRASES

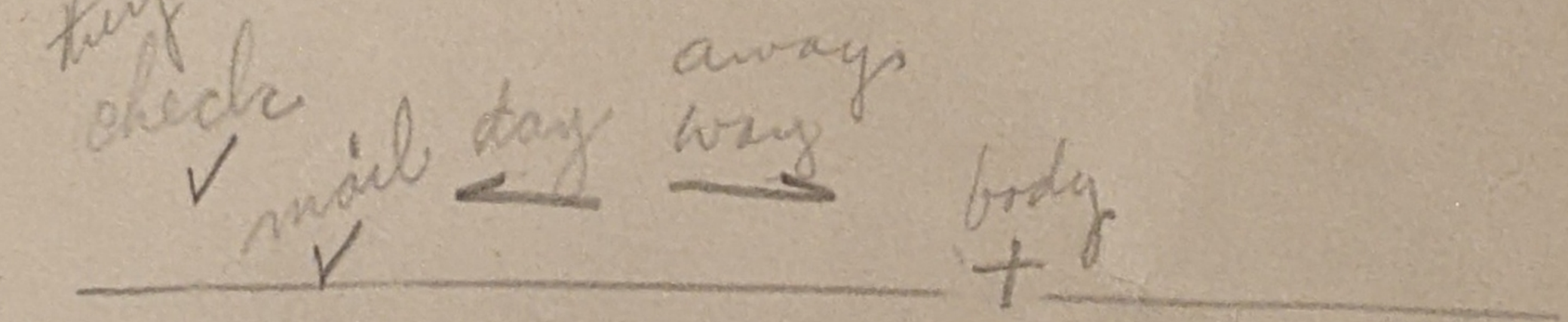
as you like 

in answer to your letter (of the)

in reply to your letter (of the) 

Practical

Business Dictation



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FOREWORD

The letters given in this dictation book are selected especially to develop a broad vocabulary of business words in the shortest time possible—not as models of epistolary excellence.

From the start the student should form the habit of concentration. Strict attention should be given to what is being said by the dictator. After a short time it will become easy to continue writing even when the speaker is several words ahead.

As soon as these letters have been practiced until each word is thoroughly familiar, it will then be possible to take unfamiliar dictation at a rapid rate of speed. The letters in this dictation book should be practiced from ten to twenty times each and those words which seem difficult and cause hesitation should be practiced separately until they can be as readily written as the more familiar words.

The secret of shorthand success is PRACTICE. It is an invariable rule that students who practice the most are those who acquire the greatest speed and the utmost accuracy. Nothing can take the place of constant endeavor.

When you turn in a piece of work—whether in school or in the office—be sure that it represents your best thought, your best effort; insist that it be as nearly perfect as it is possible for you to make it.

JOSEPH B. DICKINSON.

1

Gentlemen:

Your account is at this time very much past due. You should come in soon to adjust this. We cannot send you any more milk until your account is placed in better shape.

Yours very truly (37)

2

Dear Sir:

The enclosed note was forwarded to me direct for attention. I shall bring this to the attention of the official at the bank. This is now the best course there is in sight.

Yours very truly (37)

3

Dear Sir:

Your instructions in regard to the time to resume operations were lost. I wish you would send a duplicate sheet as I need these directions now. The rate card was not what I wanted.

Yours very truly (38)

4

Dear Sir:

We shall be compelled to reject your offer in the matter to which you refer. We appreciate your effort to interest the official of the transport company in the patent issued last year. When a change of directors is consummated we might be able to accomplish more definite results.

Yours very truly (54)

5

Dear Sir:

We enclose a sample of the transmission part we now offer the trade. This is the best attachment of the kind we can find to submit at this time. We want you to consider it carefully for the use of this may prevent an accident. Also let us know what you can do at the conference to promote the sale of our product.

Yours very truly (68)

6

Dear Sir:

Your article is a wonder. As soon as the necessary patent protection is secured, we will have the finished article ready for the trade. This should not take more than three or four days.

You may be sure that it is going to make a ready seller and that we will push it with all the energy of which we are capable.

Respectfully yours (67)

7

Dear Sir:

Yours of the 8th received and the contents noted. In reply we wish to say that the situation is unchanged. The debtor, through his attorney, declines to make the last payment on the January installment.

The entire amount is now due and if you think it would be advantageous to bring suit

please advise us at once and we shall place the matter in the hands of a capable attorney.

Yours very truly (76)

8

Dear Sir:

You have our assurance that the lump coal we are offering at $9 per ton is the best grade it is possible to secure at the present time. You can help avoid the winter rush by giving us your order promptly upon receipt of this letter. Better delivery service can be given now than at a later date.

We hope to receive your order at once and shall give it our prompt attention.

Yours very truly (78)

9

Dear Sir:

We have told you many times before that we cannot allow you to make deductions from our invoices. The four dresses which we shipped you on August 7th were packed strictly in accordance with your order of July 28th, and the invoice must stand as rendered.

Your check is returned herewith and we request you to make remittance in full for the amount of the invoice.

Yours very truly (71)

10

Gentlemen:

We have today succeeded in getting a further payment of $150 on your claim against

John R. Mosier. We shall send the proceeds within the next few days. We hope to get the balance in about thirty days.

Suit against the Brown Company is not advisable at this time, as this company is very likely to fail at any time and in that case judgment against them would be of no value.

Yours very truly (78)

11

Gentlemen:

Some days ago we mailed you a statement of your account which we believe has been overlooked.

Our classified accounts are due immediately after date of insertion and should be paid promptly when an invoice is rendered.

As the Journal and Post do not make a practice of sending collectors, will you kindly favor us with a prompt remittance.

Sincerely (61)

12

Gentlemen:

We are very glad to get the information given in your letter of the 30th. However, there must be some mistake in the price you say our product is being sold for in your city. The only other firm there handling our line secures these goods at exactly the same price we quoted you. If they make greater reductions they do so at a loss. Your report

shall be looked into and we want to thank you for bringing this matter to our attention.

Yours very truly (87)

13

Dear Sir:

Your signature as the local representative of your concern is needed for endorsement on the enclosed check before we can honor it. Please sign your name opposite the place we have checked. As soon as this check arrives at the bank again we will pay it promptly.

We regret any inconvenience this may cause you; but it is according to the rules of our institution and customary with all the larger and more modern banks.

Yours very truly (80)

14

Dear Sir:

It is my opinion that it would not be legal for you to undersell the firm mentioned in the manner you suggested. The technical side of the question should be considered. The magnitude of the undertaking makes serious consideration of this matter extremely poor business. I would be glad to help you arrive at more satisfactory terms with this concern. If there is anything further I can do, please feel free to ask my advice on any phase of this matter at your convenience.

Yours very truly (87)

15

Dear Sir:

We are just in receipt of a letter from the Smith Company, at Chicago, asking us when they might expect you to call on them, and we have informed them that you would arrive there about June 29th. Since you are somewhat behind your regular schedule, this may not be possible, but we trust you will do your best to meet this arrangement.

If you should not be able to call on this firm at that time, you had better write them, saying just when you can be there.

Yours very truly (94)

16

Gentlemen:

We have entered your contract for advertising with a great deal of pleasure. Your determination to advertise extensively during the coming year will undoubtedly produce results, for the successful merchant today is the one who believes in taking advantage of every opportunity presented to him at all times.

We wish to thank you for the business, and to assure you that we will put all the originality and individuality possible into your advertising.

Cordially yours (84)

17

Dear Sir:

We have included a sample of our new chemical stone with your shipment and we

trust that you will examine it and let us have your opinion of it after this inspection. Another firm in your city sent us an order recently but we declined it for the reason that we live strictly up to the terms of our contract with you.

You have treated us very considerately and we would not do anything to cause you to countermand your future orders. We promise you our full co-operation at all times.

Yours truly (96)

18

Gentlemen:

We owe you an apology for the long wait to which we have subjected you in filling your recent order. We were completely out of the edition specified and had to wait for additional books from the publisher.

The magnitude of our business makes it impossible to keep every book in stock all the time. You have no conception of the actual number of volumes we ship daily.

If you can without great inconvenience wait about four days longer you will very greatly oblige us.

Yours very truly (100)

19

Gentlemen:

I have received your letter of the 19th relative to the difficulty experienced with cars arriving from Chicago. The matter has been referred to the proper authorities and we believe better results will soon be evident.

It is possible that a part of this trouble might be due to the carelessness of your own men. It would be well for you to look into this matter.

We trust that this action will remedy the fault and that in the future there will be no occasion for similar complaint.

Yours very truly (90)

20

Dear Sir:

We enclose herewith invoice of the articles ordered by your favor of the 20th. The goods have been forwarded to your address by Adams Express, this day. The greatest care has been exercised in the selection of the goods and we trust that you will be pleased with them in every respect. Terms in which Mr. Howard has spoken of you are perfectly satisfactory and we need no further reference.

Thank you for the confidence you have shown in us and be assured that we shall be most happy to receive a continuance of your favors.

Yours truly (100)

21

Gentlemen:

I am very much interested in the books on theology, geology, psychology, mineralogy, and similar subjects. You will very greatly oblige me by sending me information immediately upon publication of such volumes.

The books I have secured from you in the past have been very authoritative on these subjects and I am anxious to take advantage of any special offers you may introduce in the future. Please keep me advised.

If I can be of service to you in promoting the sale of your books in this locality, do not hesitate to let me know how I may serve you.

Yours very truly (103)

22

Dear Sir:

In compliance with your request of the 26th, we enclose herewith a copy of our latest catalog. The price of engines has advanced about ten per cent since you received our last catalog; but added improvements make the engines even greater bargains at the present time than they have been in the past.

We shall take pleasure in filling any orders you may see fit to favor us with and we believe that we are prepared to give you better service than you can secure elsewhere.

Thank you in advance for your favorable consideration of this matter.

Yours very truly (104)

23

Dear Sir:

The attorney does not favor the action planned, and he declines to accept the case unless the contract specifies that he shall handle all phases of the legal action according to his more experienced judgment.

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27

Dear Sir:

It is with pleasure that we find your name among those who have recently opened accounts with us, and we take this opportunity to thank you for your kind consideration of the First National Bank as a depository for your account.

We sincerely hope that you will find our new banking quarters in our own building at 1212 Grand, an attractive and comfortable location for the handling of your banking business, and the officials of our organization intelligently thoughtful of your interests.

We are pleased to place the services of this bank at the disposal of your friends and will appreciate your saying a good word in our behalf.

Yours truly (113)

28

Gentlemen:

I desire to call your attention to a house and lot located in the Lakeside Addition. As you doubtless know, this is one of the choicest residential sections of the city, and the place that I have for sale is a very attractive bungalow of eight rooms, handsomely decorated and ready for immediate occupancy.

The first time you find it convenient I shall be glad to show you this house and I am sure you will agree with me that this place is ideally located and suited exactly to your needs.

Kindly let me know when you can go with me to look at this place and I shall make arrangements for our visit.

Yours very truly (118)

29

Gentlemen:

It is necessary that I have more complete information in reference to the construction work you have planned before I can give you an approximate estimate of the cost. I appreciate that you do not require exact figures; but the brief description given me in your letter of the 12th does not supply enough details to permit me to give you even an approximate price.

Please explain the extent of the building to the rear, its position on the lot, and the material with which it is to be constructed.

As soon as this information is supplied I shall be glad to quote you an approximate figure on which you may base your calculations.

Yours very truly (117)

30

Dear Sir:

It is a circumstance of great importance to advertisers that this territory can be covered completely by using the morning and evening Herald. These two papers are delivered by carriers to about seventy-five per cent of the residences in this city, and the

surrounding territory is served efficiently by our own delivery trucks.

Our circulation is the largest of any publication in the Central West. Considering this circulation, our rates are the lowest.

We shall ask our service department to outline a campaign for you and we are sure you can safely follow the suggestions offered you and in this way secure complete distribution for your product in this territory.

Yours very truly (116)

31

Dear Sir:

I am informing the State Threshermen's Association of the contents of your letter of March 12.

The state committee is very anxious that the local committee in each county shall appoint a representative at the earliest possible date in order that there will be ample time to make preparations for the convention in June. You are requested to get behind your council and make selection of a practical thresherman to serve as a member of the committee from your section.

There are many vital matters to be considered at the general convention and we should like to know the name of the representative selected in your council so that this may be included in the program.

Yours very truly (118)

32

Gentlemen:

Your order of the 20th is for less than carload lot and consequently cannot be filled at the price specified. On all orders of less than carload the price is two per cent additional.

We would suggest that you increase your order so that you might take advantage of the lower price. We will have your present order filled for shipment immediately and if you wish to increase your order to a full car you may wire us at our expense in time to catch the present shipment before it is sent from the warehouse to the station.

Your attention is brought to this point because it is part of our service to save our customers money when it is possible.

Yours very truly (125)

33

Gentlemen:

The money you owe us is long past due and we regret to learn that you are not in a position to pay us anything at the present time. It is essential to the success of a firm that extends credit as we do that bills be paid promptly when due.

As you say, however, when the people who owe you money neglect to make payments promptly, it is impossible to meet your own obligations and we are perfectly willing to grant you some more time in which to secure the necessary money.

Please let us know the earliest date on which you believe you can make payment and we will note this on our books accordingly.

Yours very truly (125)

34

Gentlemen:

A rush of business has made it impossible for me to answer your recent letter at an earlier date. I have seriously considered the matter from every angle and I believe the risk is too great in this speculation. My experience has impressed upon me the wisdom of confining my investments to stocks listed on the New York Exchange.

I would not care to get my funds tied up in unlisted securities for which there is at the best a very unsettled market. This has been my misfortune on previous occasions and I do not care to repeat the experience.

I shall be glad to consider listed securities which can now be purchased at very low prices and held for the climb upward.

Yours very truly (127)

35

Dear Sir:

As you doubtless know, it is no longer good business to extend credit indiscriminately and we must therefore ask you to furnish us with the names and addresses of responsible people who know you sufficiently well to vouch for your honesty and good intentions.

Immediately upon receipt of this information we can make shipment of your order at once. We are sorry that we are compelled to delay the order for a few days; but you neglected to fill in these names on the order blank and there is no other course we can take.

We trust this delay will not greatly inconvenience you and that you will facilitate movement of this shipment by a prompt reply containing the information for which we asked.

Yours very truly (128)

36

Dear Sir:

Your application for a position with this company has been received, and we regret that it is impossible to find a place for you in our service at the present time. We like the references you gave us and have filed your letter for future attention. As soon as an opportunity to place you in the kind of work for which you seem best suited presents itself, we shall get in touch with you and you will be served with a notice to call at our employment department and begin work.

We appreciate your courtesy in bringing your services to our attention and trust that it will not be very long before we shall have occasion to accept you as one of our satisfied employes.

Yours very truly (130)

37

Dear Sir:

We are obliged to ask you to furnish us with references before we can ship the goods ordered in your communication of the 14th. This is an invariable rule of our company and must be strictly enforced in all cases.

If you will write us at once we should be able to ascertain your credit rating by the time the goods are ready for shipment and there would be no extra delay on account of this rule. Include the name of the bank with which you do business, the names of some of the firms with which you have dealt in the past, and we shall be pleased to rush the goods to you.

Thank you for the order and be assured of our desire to satisfy you in every particular.

Yours very truly (136)

38

Dear Sir:

On July 23rd you wrote us proposing to give us your four months' note to close your account, and we wrote you in reply agreeing to accept such note. Since then we have heard nothing further from you in regard to this matter. It has occurred to us that possibly matters are now in such shape with you that you would not find it necessary to settle by giving a note, but that you could pay at least a part of the account in cash.

If you can make us a cash payment, we

would like, if possible, to have it before the end of the month, as we have large payments to meet at that time, and any funds you can send us would be of assistance to us. We shall be pleased to hear from you in regard to this.

Yours truly (160)

39

Dear Sir:

In response to your inquiry of the 4th, we take pleasure in sending you under separate cover a copy of our latest catalog, which describes in full the line we carry in stock here in Kansas City.

During the past months we have added many items until now we have a very complete stock that we can ship immediately upon receipt of your order. We want you to consider the prices we are prepared to make and then we believe you will find it to your interest to give us your business.

Any time it is convenient we want you to call at our warehouse and inspect the quality of merchandise we carry.

We thank you for this opportunity to bring our goods to your attention and trust we may be favored with large orders in the future.

Yours very truly (144)

40

Dear Sir:

In consequence of the expiration of our lease we have changed our address to 506

West Main Street and trust you will subsequently direct all communications to us at our new location.

We note that you have not yet given us a report as to the authenticity of the inscription on the certificate we recently sent you for inspection. Consequently we have been compelled to withhold our decision in this matter, much to the inconvenience of our client.

If you will render us a report on this immediately we shall be very greatly obliged. We expect to have a good many such questions come up in the immediate future, and are anxious to line up on a definite basis with some one who can give us the sort of service we want in such matters.

Yours very truly (144)

41

Dear Sir:

One of the conditions on which we shall take over your property is that we be allowed to handle it exactly as we consider the most advisable under the circumstances.

We have had years of experience along this line and we know that it is to your interest as well as ours, to let us handle this property in the manner specified.

In the past we have had reason to regret taking the management of income property without absolute authority to manage it according to what we have learned by many years in this business.

If the condition mentioned is satisfactory

to you, we shall be glad to take over this building at once and proceed to advertise for tenants. Please write us immediately giving us your authority to take this course.

Yours very truly (138)

42

Dear Sir:

Our geologist reports that the indications of oil on your land are very slight. We do not believe it would be a paying venture to drill at this time, but we shall get the report of another geologist as soon as we can and should it be more favorable we can perhaps organize the company contemplated.

At the present time, however, it would be impossible to raise capital on the strength of the adverse report we have. In fact, we regard this as an inopportune time to begin a campaign of this kind. We shall have the committee discuss this further at the next meeting.

It would not be good business at this time to accept the lease proposition offered you by the other parties. You can obtain equally good terms any time and we would advise you to consider carefully before taking definite action along this line.

Yours very truly (153)

43

Dear Sir:

We notice that we have received no orders from you for a long time. We beg to let you

know that we are now manufacturing our lighters on a very large scale, and we have reduced the prices on many of them. We are also manufacturing a very fine line of cigar and cigarette holders.

When you are in the market for such goods as we handle it will pay you to ask us for samples and prices. Our customers are able to save considerable in freight and secure quicker delivery owing to our advantageous location.

We shall appreciate a visit from you the first time you are in the city. As soon as you fully realize that superior service can be had here at much lower prices than you have been paying at Chicago and New York, we feel sure you will order most of your stock from us.

Fall business will soon open up and unquestionably you will need frequently articles that we carry in stock. We earnestly solicit such business as yours and wish to thank you in advance for any consideration you may give our house.

Yours very truly (201)

44

Gentlemen:

We share your regret that there was such a delay in the delivery of your catalogs, and that the paper and ink did not quite come up to your expectations. Even at the low price we charged you for the work, we had expected to turn out a first class job.

You would have had very much the same difficulty with any other firm you had given the work to. As you may have noticed by the papers, practically all the printing establishments in the city have been tied up for the past month with the general printers' strike. We were therefore compelled temporarily to hire unskilled men who were unable to do the work as quickly or so well as our own employes, who have been with us for many years.

As we said before, we are very sorry indeed that you were compelled to suffer this annoyance. Our old men have now returned to work, and we have installed some new machinery, so that we shall be in better position to serve you in the future than we have been in the past, and assure you that you will not be subjected to similar difficulties again.

Yours very truly (202)

45

Dear Sir:

In looking over our records a few days ago, I noticed that you have not been so good a customer of ours in the past twelve months as you used to be, and the more I looked at that record the more I wondered what we had done that caused you practically to stop trading with us.

I decided to drop you a line and ask you whether you are willing to tell me, frankly, just what the trouble has been and whether

there is anything I can do to get you back on our list of regular customers. If it is possible we surely want to do it.

Of course, accidents will happen at times, and if one has happened in this case, I hope you will tell me about it. I think I can fix it up the very day I get your letter.

Please write me personally on the back of this letter and tell me just how you feel about trading with us. Use the enclosed stamped envelope, as I want your reply to come to my desk.

Why not send in an order with your reply. I'll see that it is filled just right.

Sincerely yours (202)

46

Dear Sir:

We are glad to hear that you have nearly decided to come to Kansas City to enter our school, and hope that the information we can give you will help you reach this decision.

Our classes are held in the evening as well as the day, and most of the evening students are employed during the day time. It takes them longer to complete the course of study but their work is of as high quality as that of the day students. If your health is good, there is no reason why you should not do as well.

Our employment department is at your service from the time you enroll. Of course, we cannot guarantee positions, but we have

more calls than we have candidates. Last year we filled over one hundred and fifty positions.

It is hard to say what salary you could command without knowing more about your training and experience. In general, we should say that salaries are a little higher here than in your own city; but you might have to begin at about your present figure or even below in order to secure the change.

We are confident, however, that if you have the ability your letter indicates, you would not suffer financially from the change and you might benefit from the start.

If there are any other facts we can give you, please do not hesitate to call upon us for them. We shall be glad to hear from you further.

Yours very truly (252)

47

Dear Sir:

Your request for our new catalog has just come to hand. I shall have the book mailed to you today. I am glad that you have asked for this catalog, because we want your business, and because we can offer you an opportunity to save one-third on every purchase you make direct from our factory. You can buy as much for two dollars as your retailer could sell you for three dollars.

First of all, I want you to feel that we are determined to please you and to satisfy you—we absolutely guarantee satisfaction

to every customer who sends us an order. This purpose has been thoroughly instilled into every employe, and if you experience the slightest disappointment in your dealings with us, I want you to write me promptly. It is our policy that not a single customer shall have cause for complaint and I make it my special business to see that no cause exists.

We solicit your patronage and that of your friends and neighbors, not only at the present time but for many years to come, and if you will give us an order to begin with, I promise that we shall strive to please you so fully that you will become one of our steady customers. When you receive the goods, if you are not perfectly satisfied, return the unsatisfactory articles, and I will see that the full amount of your remittance is returned to you.

You will find instructions for ordering on the inside of the front cover; you will find order blanks in the back of the catalog, and we are enclosing addressed envelopes and ring size card with this letter.

Yours very truly (285)

48

Dear Sir:

We are very sorry to hear that you are afflicted as you are; but you know as well as we do that this is not an adequate reason for the great length of time you have caused us to wait for our money. This has inflicted

an actual hardship on us which has been reflected in our own inability to meet some of our obligations promptly when due.

You have made so many conflicting statements in explanation of your failure to meet this obligation when due that the time has come when we must insist on immediate settlement. We have given you plenty of time to make arrangements for the necessary money with which to meet this bill and you have evidently wasted this time. Unless we receive a remittance in full payment of this account within ten days this claim is going to be placed in the hands of our attorney for collection.

In this event you will not only be compelled to pay the claim but also the court costs. Proper reflection on your part should convince you that this is an expensive process which it will pay you to avoid.

We dislike to have to take this stand, but it is apparent that in your case it is necessary if we are to receive what is justly our due.

You know full well that if this matter comes to a lawsuit you are sure to lose, which will merely add an additional sum to your indebtedness. It is clearly to your interest to settle this matter outside of court, and for this reason we are going to give you one more chance to send us your check before turning this account over to the attorney for legal action.

We trust you will see the logic of sending

us your check in full settlement of this account at once and thus avoid further expense and trouble.

Yours very truly (324)

Dorothy Hynes